### **Murfreesboro Cable Television Commission**

June 24, 2019 – 12:00 Noon Room 218, Murfreesboro City Hall 111 West Vine Street, Murfreesboro, TN 37130

### **AGENDA**

Call to Order by Chair Tommy Campbell

- 1. Consider for approval the minutes of the April 22, 2019 Murfreesboro Cable Television Commission meeting
- 2. Hear from Comcast regarding the 2018 Year End Annual Report
- 3. Staff Reports and Other Business:
  - a. Comcast Xfinity Cable Television Issues Cases and 2018 Summary
  - b. CityTV Programming
- 4. Any other business to come before the Commission
- 5. Adjourn

# Minutes of the Murfreesboro Cable Television Commission April 22, 2019 12:00 PM – City Hall Conference Room 218

### **Members Present:**

Tommy Campbell, Chair Roseann Barton Ronald Lindsey Councilman Ronnie Martin Roger Heinrich

### **Members Absent:**

Brian Patterson, Vice Chair Douglas Cook

### **City Staff present:**

Alan Bozeman, Communications Director Kelley Baker, Assistant City Attorney Steve Burris, Multimedia Producer Marcus Delaney, Multimedia Producer Michael Nevills, Multimedia Producer John Padgett, Multimedia Producer

### **Others Present:**

Madison Stewart, MTSU - MT10 General Manager Ty Whitaker, MTSU – Educational Resource Channel Director Laura Clark, MTSU

Chair Campbell called the meeting to order and determined a quorum.

Chair Campbell recognized Barry Smotherman who recently passed away and his 20 plus years of dedication on the Cable TV Commission and as Chair. He was one of the original members of the Commission.

### 1. Consider minutes of the May 14, 2018 meeting

The minutes of the Murfreesboro Cable Television Commission meeting held on May 14, 2018 were presented for approval.

Mr. Lindsey made a motion to approve, seconded by Dr. Heinrich. The motion passed.

### Consider minutes of the August 13, 2018 meeting

The minutes of the Murfreesboro Cable Television Commission meeting held on August 13, 2018 were presented for approval.

Dr. Heinrich made a motion to approve, seconded by Mr. Lindsey. The motion passed.

### Consider minutes of the November 5, 2018 meeting

The minutes of the Murfreesboro Cable Television Commission meeting held on November 5, 2018 were presented for approval.

Mr. Lindsey made a motion to approve, seconded by Ms. Barton. The motion passed.

### Consider minutes of the January 14, 2019 meeting

The minutes of the Murfreesboro Cable Television Commission meeting held on January 14, 2019 were presented for approval.

Councilman Martin made a motion to approve, seconded by Mr. Lindsey. The motion passed.

2. Conduct a public hearing to evaluate MTSU's use of both educational access channels as they relate to the public good, signal quality and other relevant factors. Mr. Bozeman explained prior to 1999 Middle Tennessee State University was utilizing one of the educational channels on the cable system. The franchise agreement with Comcast reserves two educational channels for use by MTSU. MTSU requested in 1999 that the second educational access channel be provided to them so they could program two educational channels. The City agreed pending an annual public hearing, review, and evaluation of MTSU's use of both channels. Included in the agenda packet was the notice of the public hearing and criteria for reviewing MTSU's use of the channels.

Chair Campbell opened the public hearing.

### Channel 10

Ms. Madison Stewart MTSU MT10 Student General Manager went over the report for MTSU Channel 10 and required criteria which was included in the agenda packet. Ms. Stewart reported on six new student series based programming and special projects such as the election coverage and televising live the Raiders Choice Awards next week. In the next year looking to adding a sports talk show and some of panel and lecture classes as programs. There were 16 hours of live news and 64 hours of new local programming during the academic year.

### Channel 9

Mr. Ty Whitaker, Director of the Educational Resource Channel, went over the report for MTSU Channel 9 and required criteria which was included in the agenda packet. Mr. Whitaker stated almost all of the programming is now in HD and is ready to provide the channel in HD on Comcast when they offer it. The channel continues to increase programs with closed captioning. In 2018 there were 157 local programs totaling 199 hours produced for the channel. Mr. Whitaker also paid for around 140 produced educational programs and 586 new free programs totaling 303 hours for the year. Mr. Whitaker was very appreciative to the board for the opportunity given. Ms. Laura Clark with MTSU added that Mr. Whitaker does a great job of programming the channel and running its operation.

There being no one else to speak, Chair Campbell closed the public hearing.

### 3. Consider continuing to grant a license to MTSU to utilize a second local educational access channel.

Chair Campbell thanked MTSU for the presentations and continuing to improve on the programming of both MTSU channels and the good work and service they provide the community.

Mr. Lindsey made a motion to approve the use of both MTSU educational channels for an additional year on Comcast, seconded by Dr. Heinrich. The motion passed by unanimous vote of the members present.

### 4. Staff Reports and Other Business

Mr. Bozeman reported that the all Comcast complaints received have been addressed by Comcast or by staff. Mr. Bozeman discussed some of the most recent CityTV programming for April and what was coming up in May which included several live events covered in the community such as Ground Breaking Ceremony for the Rutherford County Area Habitat for Humanity's "Legacy Pointe" Sub-Division, Read to Bee Spelling Bee at Patterson Center, City Schools Students Honored at a Ceremony at the Frist for their Art Display, MPD Telecommunications Specialist of the Year Ceremony announcement, City Schools Employee Recognition and Appreciation program, MPD Peace Officer Memorial Ceremony. Mr. Bozeman also went over new series programs which include Let's Talk Parks which highlights events and programs offered by the Department, Behind the Badge with MPD PIO Larry Flowers featuring MPD news and Murfreesboro's Most Wanted feature. Mr. Bozeman stated this month on Storytellers with John Hood they visited with the Heart of TN Chapter of the America Red Cross and on the In the City program features include: Government Officials Travel to California to examine operations for recycling and composting, the economic Impact of the recent High School Basketball State Tournament, Oakland Public Housing Redevelopment, MCS Drone Racing program, Youth Golf Director Wins Award, Planning Commission Chair Bob Lamb retires, MTSU Dean Hayes Exhibit, MCS Read Across America, and the Late Greenway MPD Officer Honored. Adventures In Murphy's Burrow program featured Scales Elementary school.

There being no other business to come before the Commission, Chair Campbell declared the meeting adjourned.

Tommy Campbell, Chair





June 18, 2019

For Murfreesboro Cable TV Commission:

### RE: Comcast 2018 Year End Annual Report

As an item for the agenda of June 24, 2019, it is recommended that the Commission approve the Comcast 2018 Year End Annual Report as submitted by Comcast.

### **Background**

Pursuant to the June 2003 franchise agreement, the City of Murfreesboro shall receive a written report from Comcast within 90 days after the end of the calendar year to include:

- 1. A summary of the previous year's activities in the development of the cable system in Murfreesboro.
- 2. A summary of cable complaints within Murfreesboro. Including both the number and nature of the complaints received and an explanation of their dispositions.
- A report showing the number of service calls within the City received by the type during each quarter and a percentage of service calls compared to the subscriber base by such type of complaint.
- 4. Quarterly customer service reports related to:
  - a. telephone answering times measured using the 30 second 90 percent of the time under normal operating conditions rule. Normal operating conditions is defined as those service conditions that are within the control of a Franchisee. Conditions that are ordinarily deemed to be within the control of a Franchisee include, but are not limited to, special promotions, pay-per-view events, rate increases, regular or reasonable anticipatable peak or seasonal demand periods and maintenance or upgrade of a Cable System. Conditions that are not deemed to be within the control of a Franchisee include, but are not limited to, natural disasters, civil disturbances, power outages, telephone network outages, and severe or unusual weather conditions. The report shall specify when the 30 second time starts with respect to calls initially handled through Comcast's interactive voice response system.
  - requests for service, repair and maintenance issues acknowledged by Comcast within 24 hours or prior to the end of the next business day, whichever is earlier measured using 90 percent of the time under normal operating conditions rule.

- repairs and maintenance for outages and service interruptions begun within 24 hours after the subscriber reports the problem to Comcast or Comcast is already aware of the issue measured using 90 percent of the time under normal operating conditions rule.
- 5. A copy of rules and regulations as they apply to subscribers.
- A summary of pass or fail results of, and/or, at Comcast option, copies of the system's, technical tests within Murfreesboro and measurements performed during the past year.
- 7. A full schedule of subscriber rates, fees and charges.
- 8. Comcast policies regarding A/B switches and subscriber privacy.
- 9. A summary of Institutional Network facilities provided, including mileage and number of demarcation points.
- 10. A list of officers and members of the Board of Directors or similar controlling body of the franchise.
- 11. An organizational chart showing all corporations or partnerships with more than five percent ownership interest in the franchise, and the nature of that ownership interest (limited partner, preferred shareholder, etc.)
- 12. A detailed copy of updated strand and trench maps depicting the location of all cable plant with the City, showing areas served and locations of all trunk lines and feeder lines in the City.
- 13. Any additional items/information Comcast wishes to provide within the report to demonstrate compliance with the Agreement and Ordinance for example.

### **Fiscal Impact**

No direct fiscal impact.

### Recommendation

Comcast has provided the report and information required. It is recommended to approve the Comcast 2018 Year End Annual Report as submitted by Comcast.

### Attachment

Comcast 2018 Year End Annual Report

Respectfully,

Alan Bozeman

Communications Director



Kim Sasser Hayden 660 Mainstream Drive Nashville, TN 37228 Phone: (615) 202-2280

March 29, 2019

Mr. Alan Bozeman, City Cable Television Coordinator Cable Television Department City of Murfreesboro 111 West Vine Street Murfreesboro, TN 37133-1139

Dear Mr. Bozeman:

In compliance with the franchise agreement between the City of Murfreesboro and Comcast, we are pleased to submit the attached report and attachments, collectively titled the Annual Report on Comcast of Nashville II, LLC, for the Year Ended December 31, 2018. The annual report should be all-inclusive.

I hope you find this report useful and informative.

Should you have any questions pertaining to this or other matters, please do not hesitate to call me at (615) 202-2280.

Sincerely,

Kim Sasser Hayden

Kuly Sins Hayer

Senior Manager of External Affairs

cc: Valerie Gillespie, Area Vice President/General Manager Andy Macke, Vice President of Government Affairs

Kimberly Sasser Hayden, Sr. Manager of External Affairs

### Annual Report—Comcast of Nashville II, LLC Year Ended December 31, 2018

### 1. A summary of the previous year's activities in development of the cable system in Murfreesboro.

### 2018 Programming Modifications:

1/11/2018	Dropped NBC Sports Washington, Outside TV and World Fishing Network from
	the Sports & Entertainment tier
2/14/2018	Added Fox Sports 1 to the Digital Economy tier
3/15/2018	Added FXX Network to the Digital Economy tier
3/29/2018	Added Trinity Broadcasting Network (WPGB TBN) in High Definition to the
	Limited Basic tier
4/10/2018	Dropped Big Ten Network from the Sports & Entertainment tier
5/10/2018	Dropped Disney, Food Network, Cartoon Network and truTV from the Digital
	Economy tier
5/101/2018	Added BBC America, BBC World News, Bloomberg TV, Hallmark Movies &
	Mysteries and Smithsonian Channel to the Digital Economy tier
6/13/2018	Added EPIX HD to the Premium HD tier
7/12/2018	Migrated NFL Network from the Digital Starter tier to the Digital Preferred tier
7/24/2018	Melted Tennis Channel from the Digital Preferred tier to the Digital Starter tier
8/1/2018	Dropped beIN Sports from the Sports & Entertainment, MultiLatino and Selecto
	tiers (Contract expired)
8/30/2018	Re-Added Big Ten Network to the Sports & Entertainment tier (New Contract)
10/9/2018	Added Bravo, CNBC, MSNBC, NBC Sports Network, Oxygen and Syfy to the
	Digital Economy tier
12/18/2018	Added Fox Sports 2 to the Digital Preferred tier
12/19/2018	Added NewsMax HD to the Digital Starter (IP) tier and i24 News HD and Z-
	Living HD to the Digital Preferred (IP) tier

### 2. A summary of cable complaints within Murfreesboro, including both the number and nature of the complaints received and an explanation of their dispositions.

Comcast received 12 complaints referred by the City of Murfreesboro in 2018. The nature of complaints received can be broadly summarized in the order of frequency as follows:

Billing/Rates	2
Outage/Signal Quality/Technical	3
Construction/Installation	3
Miscellaneous	3
Total	12

Our policy governing the disposition of a customer complaint is to react promptly, professionally, and individually to the special circumstances involved in each situation and reach

a disposition that is fair and equitable to all parties involved. Generally, all customer concerns reach final disposition, if not immediately, within 24 hours after contact with the customer.

## 3. A report showing the number of service calls within the City received by type during each quarter and a percentage of service calls compared to the subscriber base by such type of complaint.

For the twelve months ending December 31, 2018, a total of 5,863 service calls were completed as a result of video-subscriber in-home service calls. The percent for each type of service call was derived using the average number of video subscribers active during 2018.

Q1		
Туре	# of Service Calls	% of Subscribers
Comcast Equipment	457	1.25%
Inside Wiring	335	.092%
Outside Drop	384	1.05%
Referred to Construction or other department	38	0.10%
Other	237	0.65%
Q1 Total	1,451	3.98%

Q2		
Туре	# of Service Calls	% of Subscribers
Comcast Equipment	500	1.37%
Inside Wiring	357	0.98%
Outside Drop	372	1.02%
Referred to Construction or other department	44	0.12%
Other	203	0.56%
Q2 Total	1,476	4.05%

Q3		
Type	# of Service	% of
	Calls	Subscribers
Comcast Equipment	605	1.65%
Inside Wiring	405	1.11%
Outside Drop	340	0.93%
Referred to Construction or other department	53	0.15%
Other	218	0.60%
Q3 Total	1,621	4.45%

Q4		
Type	# of Service	% of
	Calls	Subscribers
Comcast Equipment	525	1.44%
Inside Wiring	350	0.96%
Outside Drop	281	0.77%
Referred to Construction or	44	0.12%
other department	44	0.1270
Other	115	0.32%
Q4 Total	1,315	3.61%

### 4. Quarterly customer service reports related to:

a. telephone answering times – measured using the 30 second 90 percent of the time under normal operating conditions rule. Normal operating conditions is defined as those services conditions that are within the control of a Franchisee. Conditions that are ordinarily deemed to be within the control of a Franchisee include, but are not limited to, special promotions, pay-per-view events, rate increase, regular or reasonable anticipatable peak or seasonal demand periods and maintenance or upgrade of a Cable System. Conditions that are not deemed to be within the control of a Franchisee include, but are not limited to, natural disasters, civil disturbances, power outages, telephone network outages, and severe or unusual weather conditions. The report shall specify when the 30 second time starts with respect to calls initially handled through Comcast's interactive voice response system.

2018 Q1: 91% without scrubbing any service-related outages
2018 Q2: 92% without scrubbing any service-related outages
2018 Q3: 82% without scrubbing any service-related outages
2018 Q4: 89% without scrubbing any service-related outages

2018 Total: 88% without scrubbing any service-related outages

b. requests for service, repair and maintenance issues acknowledged by Comcast within 24 hours or prior to the end of the next business day, whichever is earlier – measured using the 90 percent of the time under normal operating conditions rules.

Comcast has exceeded the above rule with a percentage of 96.6%.

c. repairs and maintenance for outages and service interruptions begun within 24 hours after the subscriber reports the problem to Comcast or Comcast is already aware of the issue – measured using the 90 percent of the time under normal operating conditions rule.

In summary, a total of 814 outages were logged for the reporting period with an average duration of one hour and thirty-three minutes, and 100 percent of these outages were addressed within 24 hours.

Quarter	No. of Outages	Average Duration (mins.)
Q1	191	81
Q2	256	91
Q3	217	100
Q4	150	104

5. A copy of rules and regulations as they apply to subscribers.

(See enclosure.)

6. A summary of pass or fail results of and/or at Comcast's option, copies of the systems, technical tests within Murfreesboro and measurements performed during the past year.

During the 2018 calendar year, we performed and passed all required FCC (Federal Communications Commission) proof of performance tests in the Murfreesboro system, including summer and winter Head End and end-of-line testing of digital levels and performance (MER and BER). We also completed a CLI (Cumulative Leakage Index) flyover and daily CLI drive out and CLI repair.

7. A full schedule of subscriber rates, fees and charges.

(See enclosure.)

8. Comcast policies regarding A/B switches and subscriber privacy.

(See enclosure.)

Subscriber privacy notices are sent to all residential customers annually via hard copy mail or electronically (if they are ebill customers only).

9. A summary of Institutional Network facilities provided, including mileage and number of demarcation points.

No extensions in 2018

10. A list of officers and members of the Board of Directors or similar controlling body of the franchise.

(See enclosure.)

11. An organizational chart showing all corporations or partnerships with more than five percent ownership interest in the franchise, and the nature of that ownership interest (limited partner, preferred shareholder, etc.

(See enclosure.)

12. A detailed copy of updated strand and trench maps depicting the location of all cable plant with the City, showing areas served and locations of all trunk lines and feeder lines in the City.

Comcast will gladly disclose cable plant locations within the City of Murfreesboro on maps provided by the City.

13. Any additional items/information Comcast wishes to provide within the report to demonstrate compliance with the Agreement and Ordinance for example.

### When Required by Law or To Protect Comcast and Others

There are times when we may be required by law to disclose information about you to third parties. These disclosures may be made with or without your consent, and with or without notice, in compliance with the terms of valid legal process such as a subpoena, court order, or search warrant.

If you subscribe to our Xfinity video service, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a court order. In this case, the Cable Act (defined below in Section V) requires that you be afforded the opportunity to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. At the proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case.

If you subscribe to the Xfinity Internet, voice, or home security services, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a subpoena, court order, or search warrant, depending on the type of information sought. We are usually prohibited from notifying you of any such disclosures by the terms of the legal process. We may also seek your consent to disclose information in response to a governmental entity's request when that governmental entity has not provided the required subpoena, court order, or search warrant.

A non-governmental entity, such as a civil litigant, can seek information that personally identifies you or your use of the Xfinity video, Internet, or voice services only pursuant to a court order and we are required by the Cable Act to notify you of such court order. If Comcast is required to disclose information that personally identifies you to a private third party in response to a civil court order, we will notify you prior to making such disclosure unless legally prohibited from doing so.

We may also disclose information that personally identifies you as permitted by law and without your consent when it is necessary to protect our customers, employees, or property; in emergency situations; or to enforce our rights under our terms of service and policies.

#### IV. Your Choices

In many instances, you have choices about how we communicate with you and how we use and share your information.

### Opting Out of Certain Marketing Communications

For your convenience, we have created a customer preference center where you can manage:

- your account communications and notifications;
- your marketing calls, texts, and direct mail preferences;
- vour preference for door-to-door sales calls:
- promotional or commercial emails Comcast may send to you; and
- targeted advertising for third-party products and services based on your interests.

To manage your preferences, please visit our customer preference center at <a href="https://customer.xfinity.com/#/users/me/notifications">https://customer.xfinity.com/#/users/me/notifications</a>. Once you sign in, you can review your options, get more information about the types of marketing activities you can opt out of, and make your choices. If you change your mind, you can return any time to update your preferences.

We understand that sometimes you may want to speak to a Comcast representative who can assist you with these choices. You can contact Comcast at 1-800-XFINITY and ask us to put your name on our internal company "do not call," "do not mail," or "do not knock" list. You may also contact us at this number and ask to be placed on the "do not disclose" list, which will let us know that you do not want us to share your name and address with third parties, as described above.

If you prefer to contact Comcast in writing instead of by telephone, you may send a written request to the address listed below under "How Do I Contact Comcast?" Be sure to include your name and address, your Comcast account number, and a daytime telephone number where we can reach you. The person who is identified in our billing records as the customer should sign the written request. If you have a joint account, a request by one party will apply to the entire account; for multiple accounts, your notice must separately identify each account covered by the request. If you are writing to opt-out of marketing calls, you must state the phone numbers or addresses that you wish to be placed on the relevant lists.

### Opting In to the Use of CPNI to Market Additional Products and Services to You

If you subscribe to Xfinity voice service, when you are interacting with one of our customer service representatives, such as on a call, in our offices, or during an online chat session, we may ask you for your oral consent to the use of your customer proprietary network information or "CPNI" for the purpose of reviewing your account and providing you with an offer for other products and services. If you provide consent, Comcast may use your CPNI only for the duration of that telephone call or discussion in order to offer you additional services. If you deny or restrict your approval for us

to use your CPNI, you will suffer no effect, now or in the future, on how we provide any services to which you subscribe.

### V. Your Rights under Federal and State Law

This Notice is designed to comply with federal and state law requirements, including California law, which is applicable to our customers located in California who are served by a cable television corporation.

### The Cable Act and Personally Identifiable Information

This Privacy Notice is designed to comply with Section 631 of the federal Cable Communications Policy Act of 1984, as amended. (the "Cable Act"). The Cable Act permits Comcast to use the cable system to collect personally identifiable information about you. Personally identifiable information is information that identifies you specifically; it does not include de-identified, anonymous, aggregate, or other data that does not identify you. We may collect personally identifiable information when it is necessary to render cable services or other services to you and to detect unauthorized reception or use of the services. We may use the cable system to collect personally identifiable information about you for additional purposes with your prior written or electronic consent. The Cable Act also permits Comcast to disclose personally identifiable information if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided to you; required by law or legal process; or limited to your name and address, subject to your opt-out consent. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities as described in this Notice.

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act or other applicable laws, we encourage you to contact us directly as described below in "How Do I Contact Comcast?" in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act as applicable with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

This Privacy Notice neither supersedes, enhances, nor modifies any arbitration agreement to which you may be bound as a subscriber to one or more of the Services.

#### The Communications Act and CPNI

Section 222 of the Communications Act of 1934, as amended (the "Communications Act"), provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of telecommunications services, as well as Xfinity voice services, and the information about those services contained on your

bill. This information is known as customer proprietary network information or "CPNI." CPNI does not include your name, address, and telephone number, which is defined by the Communications Act as "subscriber list information." However, that information is otherwise considered personally identifiable information.

If you are a customer of Xfinity voice service or another Service that is subject to these requirements, you have the right, and Comcast has a duty, under the Communications Act and other applicable laws, to protect the confidentiality of your CPNI. In addition, the FCC's rules provide additional privacy protections and choices regarding use and sharing that are specific to our voice services that we describe in this Notice.

### VI. Accessing and Correcting Information

It is important that your account records contain accurate information. You may correct or update information about your account as described below. We will correct our records upon reasonable verification that the changes you request are proper.

If you have Internet access, you can view and change certain information yourself by going to <a href="www.xfinity.com">www.xfinity.com</a> and signing in with your Comcast username and password to access the My Account feature. If you are a home security customer, you can go to the subscriber portal at <a href="www.xfinity.com/xhportal">www.xfinity.com/xhportal</a>. You may also call 1-800-XFINITY and speak to a customer service representative.

If you would like to examine your own personally identifiable information, you may do so at your local Comcast office upon reasonable prior notice to us and during our regular business hours. To do so, please contact us by mail at the address below or telephone at 1-800-XFINITY, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment. You will need to provide proper identification and you will only be permitted to examine the personally identifiable information in your account and no other account.

If you make an affirmative, written request for a copy of your Xfinity voice CPNI, we will disclose to you the relevant information we have at your account address of record, or to any person authorized by you, if we reasonably believe the request is valid. However, subscribers to our Xfinity voice services should be aware that we generally do not provide them with records of any inbound or outbound calls or other records that we do not furnish in the ordinary course of business (for example, as part of a bill) or which are available only from our archives, without valid legal process such as a court order. In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, our or our vendors' directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or

directory assistance services of directory publishers or directory assistance providers that are not owned by us.

Comcast reserves the right to charge you for the reasonable cost of retrieving and photocopying any documents that you request.

### VII. Other Important Information Protecting the Information We Collect

We follow industry-standard practices to secure the information we collect to prevent the unauthorized access, use, or disclosure of information about our customers. These security practices include technical, administrative, and physical safeguards, which may vary, depending on the type and sensitivity of the information. Although we take the responsibility of safeguarding your information seriously, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose your information.

### **Data Retention**

Comcast maintains information that personally identifies you in our regular business records while you subscribe to one or more of the Services. We also maintain this information for a period of time after you no longer subscribe to a Service if the information is necessary for the purposes for which it was collected or to satisfy legal requirements. These purposes typically include business, legal, or tax purposes. If these purposes no longer apply, we will destroy, de-identify, or anonymize the information according to our internal policies and procedures.

### Changes to the Privacy Notice

As required by the Cable Act, we will provide you with a copy of the current Privacy Notice at the time we enter into an agreement to provide any cable service or other service to you, and annually afterwards, or as otherwise permitted or required by law.

We may modify this Notice at any time. You can view the most current version of this Notice by going to <a href="http://www.xfinity.com/Corporate/Customers/Policies/CustomerPrivacy.html">http://www.xfinity.com/Corporate/Customers/Policies/CustomerPrivacy.html</a>. If we make material changes to this Privacy Notice, then we will provide you at least 30 days' notice and will also notify you by e-mail, direct mail, bill messaging, or other reasonable methods that we select. If you continue to use the service following notice of the changes, we will deem that to be your acceptance of and consent to the changes in the revised Privacy Notice. If we make material changes that will result in a new use, disclosure, or permission of access to previously collected information that personally identifies you, we will obtain your opt-in consent before implementing those specific changes.

### How Do I Contact Comcast?

If you have any questions or suggestions regarding this Privacy Notice, or wish to contact us about your personally identifiable information, please reach us as follows:

Phone: 1-800-XFINITY

Website: <a href="http://customer.xfinity.com/contact-us/">http://customer.xfinity.com/contact-us/</a>

Mail: Comcast Cable Communications, LLC
Attn: Law Department - Customer Privacy Notice
One Comcast Center

Philadelphia, PA 19103-2838

Revised and effective: January 1, 2018



Comcast Customer Privacy Notice For Subscribers of Cable Video, Internet, Voice, and Home Security Services

### Overview

Comcast knows our customers care about how Comcast uses, maintains, and shares the information we collect about them, and the choices they have regarding that use and sharing. Comcast holds customer privacy in the highest regard, and we are committed to protecting your privacy as we describe in this Privacy Notice. We value the trust you place in us as a customer when you subscribe to one or more of the Services described below.

This Comcast Customer Privacy Notice (the "Privacy Notice" or "Notice") describes: (1) the types of information Comcast collects when you subscribe to, use, and/or access our Services; (2) how we use, share, and protect that information; (3) how long we retain that information; and (4) the legal limitations imposed on our collection, use, and sharing of information that personally identifies you.

This Notice also provides you with information about how to access, review, and correct information that personally identifies you, how to set privacy preferences and opt out of certain uses and sharing of information, and your rights under federal law and this Notice concerning your personally identifiable information.

#### **Entities Covered**

In this Notice, the terms "Comcast," "we," "us," or "our" refer to the operating company, subsidiary, or affiliate of Comcast Cable Communications, LLC that (1) owns and/or operates the cable television system in your area, and (2) delivers one or more of the Services. The term "you" refers to you as a subscriber to one or more of the Services.

#### Services Covered

This Privacy Notice applies to the Comcast-provided Xfinity® cable video ("video"), Internet, and voice services delivered over our cable system (including the services provided when you use the Xfinity Stream app and <a href="tv.xfinity.com">tv.xfinity.com</a> to access Xfinity video as a cable service in your residence and when you subscribe to Internet service and use the Xfinity Wi-Fi service). This Privacy Notice also applies to Comcast-provided home security service. Collectively, these are referred to as the "Services" throughout this Privacy Notice.

10/4/18 10:40 AM

X68195Comcast.indd 1

This Notice does not apply to other Comcast services or offerings, such as Xfinity Mobile, or other Comcast® and Xfinity-branded websites, applications, or streaming services, except as described above. These services, websites, and applications have their own privacy policies, which we post at <a href="https://www.xfinity.com/mobile/policies/privacy-policy">https://www.xfinity.com/mobile/policies/privacy-policy</a> and <a href="https://www.xfinity.com/privacy/">https://www.xfinity.com/privacy/</a>.

### Information Covered

This Privacy Notice also does not apply to (1) information that may be collected through any other products, services, websites, or applications, even if you access those other products, services, websites, or applications through our Services and even if they are co-branded with Comcast brands or the brands or logos of our affiliated companies; (2) information collected by devices, such as a "smart TV," or through a third-party (non-Xfinity) mobile application, where the manufacturer or application owner has enabled information-gathering capabilities including automatic content recognition that we do not control; or (3) interactions with third-party content providers that you may access through the Services, such as online video providers you may reach through our set-top boxes. You should read the privacy policies for these other products, services, websites, and applications to understand whether and how they apply to you and the data they collect about

Please read this entire Privacy Notice to understand our privacy policies and practices. You can also find answers to your specific questions quickly by using the links below.

### I. Collection of Information

This section describes the types of information Comcast collects when you subscribe to, use, and/or access one or more of the Services. Some of our Services permit you to establish secondary accounts, and if you do so we collect similar information in order to establish and maintain those accounts. When you allow others to use or access the Services through your account, we collect information about their use, as well.

### Information You Provide to Us

We collect information that you provide to us when you create an account with us or when you call us, use online account tools (for example, when you access My Account or chat online with an agent), report service issues, complete customer surveys, enter contests and promotions, or otherwise communicate with us. This information includes:

- name and contact information (for example, billing address, service address, email address, and phone numbers):
- payment information, such as your payment card or bank account information;

- information related to a credit application for the Services, which may include your Social Security number, driver's license number, or other government issued identifiers:
- information you provide to authenticate your access to the Services, such as passwords, images, voice recordings, or other personal identifiers;
- information you provide when you establish custom settings or preferences; and
- customer correspondence and other communications records, including records of calls and chats with our customer service representatives.

### Information We Collect When You Use the Services

We also collect information about your account and your use of the Services, which may include:

- your account number;
- billing, payment, and deposit history:
- maintenance information;
- the types of Services to which you subscribe;
- the device identifiers and network addresses of equipment used with your account;
- voice commands;
- video and audio recordings;
- records indicating the number and types of devices connected to our network:
- technical information about your Service-related devices, including customization settings and preferences;
- network traffic data:
- information about your use of the Services and their features, including video activity data, as well as Internet or online information such as web addresses and other activity data in order to render Internet service; and
- additional information about the Service options you have chosen.

When you use the Services, our cable system automatically generates, transmits, and collects much of this information as part of providing the Services to you. For example, we receive information about the use of set-top boxes, remote controls, program guides, video players, applications, and other devices and software connected to our cable system ("video activity data"). The video activity data includes, for example, which channels, programs, and advertisements are viewed and for how long. It may also include information about navigation through program guides and applications, and use of devices like remote controls and tablets. If you select various features of our equipment, such

as voice commands or search, we also will collect and process the data needed to fulfill your requests.

#### Location Information

We may collect information from the devices you use to access the Services that tells us where you are at a specific point in time. For instance, we may know that you are at home when you chat with us through your Xfinity Internet service.

### Information Provided by Third Parties

We also obtain data and information about you from third parties. For example, when you request new or additional Services or features from us, we may obtain credit information from credit reporting agencies. Additionally, if you rent your residence, we may have a record of whether landlord permission was required prior to installing our cable services as well as your landlord's name and address.

We may obtain additional information about you from third parties such as demographic data (for example, gender, age, and census records, etc.), location data (for example, designated market area, zip code, etc.), interest data (for example, sports, travel, and other recreational activities, shopping preferences, etc.), or purchase data (for example, public records, loyalty programs, etc.). We may combine the data we collect from third parties with information in our business records, including information about your use of the Services. We may also combine information about your use of the Services with information we obtain from your use of other products, services, websites, and applications from Comcast. We use this combined data as described in the "Use of Information" section below.

#### II. Use of Information

We use the information we collect to provide and improve the Services and our network, to communicate with you, to deliver relevant advertising, to create measurement and analytics reports, and to provide additional features and offerings. Sometimes we use information that personally identifies you, such as when we are authenticating your account or communicating with you. We also maintain and use information in de-identified or aggregated forms that do not identify you.

### To Provide and Improve the Services

We use the information we collect to conduct business activities related to providing you with the Services, including:

- establishing your account
- measuring credit and payment risk;
- billing and invoicing;
- authenticating access to your account;
- account administration:

- service delivery;
- maintenance and operations, including management of the network and devices supporting our service and our systems;
- technical support;
- hardware and software upgrades for devices and systems;
- understanding the use of our services;
- improving our services and identifying and developing new products and new services;
- marketing and advertising;
- detecting the unauthorized reception, use, or abuse of the Services and to protect our customers from fraudulent, abusive, or unlawful use of, or subscription to, the Services:
- collecting fees and charges;
- protecting our rights, our personnel, and our property; and
- complying with applicable law.

We also use the information we collect to measure and analyze how our customers are using the Services. For video, this includes assessing which programs are most popular, how many people watch a program to its conclusion, whether people are watching advertisements, and what programming and video content we will carry on the Services. It also includes determining how our customers prefer to view certain kinds of programming when they use our video service, such as whether they like to watch certain programs live, or if they prefer to view them on demand, on mobile devices. or online.

When we provide you access to third-party content providers through our set-top boxes, we may measure how often and how long you use such services, but your use of those third-party providers are controlled by the terms and privacy policies of those providers. For Internet and voice services, we similarly analyze customer usage data, such as the amount of bandwidth that is being used, the peak times of usage, or the types of services that are being used.

#### To Communicate with You

We also use the information we collect to deliver and personalize our communications with you. For example, we may use the contact information you provide to inform you of Service updates or the status of a service request or outages, to invite you to participate in a survey, to collect amounts you owe, or in connection with other activities related to the Service. We will provide you with service-related announcements, such as a pricing change, a change in operating policies, a service appointment, or new features of one or more of the Services you receive from us through emails, texts, calls, Comcast-provided equipment, and other communications methods. You may select the manner in

which you prefer to receive many of these communications by visiting the customer preference center at <a href="https://customer.xfinity.com/#/users/me/notifications">https://customer.xfinity.com/#/users/me/notifications</a>.

### To Provide Recommendations and Deliver Relevant Advertising and Marketing

We may also use information about you and/or your use of the Services or other services we provide to determine which movies or television shows to recommend to you and to send you promotional communications for the Services and other products and services we think may be of interest to you. We may also use this information to help third-party advertisers and programmers deliver more relevant advertising.

These promotional communications and advertisements may be directed to you because you subscribe to one or more of the Services, because of the way you use the Services, because you live in a certain geographic area, or based on demographic and interest information that we collect or obtain from other companies. These communications may be subject to your consent, as described in Section IV of this Notice ("Your Choices"). In no event will Comcast give your name or other personally identifying information to an advertiser without your consent.

### To Create Analytics and Measurement Reports

We and service providers who work on our behalf may use and combine data from our business records – including account information, video activity data, and other usage data – with data from third parties to create measurement and analytics reports. These reports do not contain any information that personally identifies you and instead contain de-identified or aggregate information.

We use these reports for many of the purposes described above, such as for improving the Services, creating and delivering more relevant advertising on behalf of Comcast and other third parties, determining whether and how an advertiser's messages are viewed, and analyzing the effectiveness of certain advertisements on the Comcast platforms and services and other platforms and services. We also use these reports to work with academic or research groups, and for other uses that help us develop and fund improvements in services and infrastructure. We may share these reports with programmers, advertisers, or others. To learn about the choices you have with respect to our use of your information for these purposes, see Section IV of this Notice ("Your Choices").

### III. Sharing & Disclosures of Information

We limit the information we share and disclose to others as described below.

### Service Providers

In order to provide and support the Services, sometimes we use third-party companies as service providers that work on our behalf to transmit, collect, process, or store information for us. We require these service providers to treat the information we share with them as confidential and to use it only for the purpose of providing the services for which they have been engaged. These engagements typically include services such as billing and collections, administration, auditing and accounting, professional advice and consulting, surveys, marketing, service delivery and customization, maintenance and operations, security incident verification and response, service notifications, fraud prevention, and services to improve our programming and advertising offerings. For example, Comcast uses service providers to process payments for us and we may share your payment information with those billing processors when you make a payment. Or, Comcast may use a service provider to obtain information about you to assess your credit and payment status.

Comcast may share the information it collects with its affiliates that

### The Comcast Family of Businesses

offer other Xfinity and Comcast-branded products, services, and applications. For example, if you use your Xfinity Service account information to create an Xfinity Mobile Service account, we may share your Service account information with the Comcast company that offers that service. We do this so that these companies can provide services to you and to make it easier for you to use Xfinity Mobile Service and other Xfinity services. We may also share information about you with other Comcast companies (including NBCUniversal-branded companies and other non-Comcast or non-Xfinity-branded affiliates) for marketing and advertising purposes

#### **Account Owners and Users**

Comcast may disclose any information about a customer's account and use of the Services and their features to the primary account owner after appropriate authentication. The primary account owner may also authorize other users to access information on the account, and that may include data about you and your use of the Services.

### Third Parties for Marketing Purposes

when we have any required consent to do so.

We will not share, sell, license, rent, or otherwise permit access to information that personally identifies you to an unaffiliated third party for that third party to market its products or services to you, unless we have the required consent to do so. Unless we have your affirmative "opt-in" consent, we will not sell or share any of your personally identifiable web browsing information, video activity data, sensitive information (such as financial account information or Social Security number), or call detail records that we collect from our cable system. We may, however, share de-identified or aggregate information with third parties for their own uses when those third parties commit to not re-identify that information or share it with others who may attempt to do so.

As permitted by federal law, we may disclose your name and address to non-governmental entities, such as charities or businesses, so long as such disclosure does not reveal, directly or indirectly, the extent of your use of the Services or the nature of any transaction you make over our cable system. You have the right to prohibit or limit this kind of disclosure by asking to be placed on our "do not disclose" list, as described in Section IV of this Notice ("Your Choices").

### Other Third Parties

If you subscribe to our voice service, Comcast may disclose information about you to others in connection with features and services such as Caller ID, 911/E911, and directory services as follows:

- We may transmit your name and/or telephone number to be displayed on a Caller ID device unless you have elected to block such information. Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business or emergency numbers, 911, 900 numbers, or toll-free 800 and similar numbers.
- We may provide your name, address, and telephone number to public safety authorities and their vendors for inclusion in E911 databases and records, inclusion in "reverse 911" systems, or to troubleshoot 911/E911 record errors.
- We may publish and distribute, or cause to be published and distributed, telephone directories in print, on the Internet, and on disks. Those telephone directories may include subscriber names, addresses, and telephone numbers, without restriction to their use.
- We may also make subscriber names, addresses, and telephone numbers available, or cause such subscriber information to be made available, through directory assistance operators.
- We may provide subscribers' names, addresses, and telephone numbers to unaffiliated directory publishers and directory assistance providers for their use in creating directories and offering directory assistance services.
- Once our subscribers' names, addresses, and telephone numbers appear in telephone directories or directory assistance, they may be sorted, packaged, repackaged, and made available again in different formats by anyone.

We take reasonable precautions to ensure that non-published and unlisted numbers are not included in our telephone directories or directory assistance services, but we cannot guarantee that errors will never occur.

If we (or our parent company) enter into a merger, acquisition, or sale of all or a portion of our assets, information about you and your subscription, including information that personally identifies

X68195Comcast.indd 2

### **Services & Pricing**

### **Effective January 1, 2018**

1-800-XFINITY | xfinity.com

### **MURFREESBORO**

BUNDLED PACKAGES <sup>1,2</sup>	
QUAD PLAY PACKAGES	
X1 Starter Quad Play <sup>18</sup>	
Includes Digital Starter and Streampix for primary outlet, Blast! Internet,	\$194.95
XFINITY Voice Unlimited and XFINITY Home - Secure SurePrice <sup>17</sup>	\$159.99
X1 Preferred Quad Play <sup>18</sup>	ψ100.00
Includes Digital Preferred, Starz® and Streampix for primary outlet, HD	
Technology Fee, Blast! Internet, XFINITY Voice Unlimited and XFINITY Home	ΦΩ14 ΩE
- Secure	\$214.95
SurePrice <sup>17</sup>	\$179.99
X1 Preferred Plus Quad Play <sup>18</sup> Includes Digital Preferred, Starz <sup>®</sup> , Showtime <sup>®</sup> , The Movie Channel <sup>®</sup> and	
Streampix for primary outlet, HD Technology Fee, Extreme 150 Internet,	
XFINITY Voice Unlimited and XFINITY Home - Secure	\$234.95
SurePrice <sup>17</sup>	\$199.99
X1 Premier Quad Play <sup>18</sup>	
Includes Digital Premier, Streampix and AnyRoom DVR Service for primary outlet, HD Technology Fee, Extreme 150 Internet, XFINITY Voice Unlimited	
and XFINITY Home - Secure	\$254.95
SurePrice <sup>17</sup>	\$219.99
TRIPLE PLAY PACKAGES	
X1 Starter Triple Play	
Includes Digital Starter and Streampix for primary outlet, Blast! Internet and XFINITY Voice Unlimited	\$155.00
SurePrice <sup>17</sup>	\$129.99
X1 Preferred Triple Play	,
Includes Digital Preferred, Starz® and Streampix for primary outlet, HD	\$175.00
Technology Fee, Blast! Internet and XFINITY Voice Unlimited SurePrice <sup>17</sup>	
X1 Preferred Plus Triple Play	\$149.99
Includes Digital Preferred, Starz <sup>®</sup> , Showtime <sup>®</sup> , The Movie Channel <sup>®</sup> and	
Streampix for primary outlet, HD Technology Fee, Extreme 150 Internet and	<b>#</b> 40E 00
XFINITY Voice Unlimited	\$195.00
SurePrice <sup>17</sup>	\$169.99
X1 Premier Triple Play Includes Digital Premier, Streampix and AnyRoom DVR Service for primary	
outlet, HD Technology Fee, Extreme 150 Internet and XFINITY Voice Unlimited	\$215.00
SurePrice <sup>17</sup>	\$189.99
X1 Starter Secure Triple Play <sup>18</sup>	
Includes Digital Starter and Streampix for primary outlet, Blast! Internet and	\$155.00
Includes Digital Starter and Streampix for primary outlet, Blast! Internet and XFINITY Home - Secure	
Includes Digital Starter and Streampix for primary outlet, Blast! Internet and XFINITY Home - Secure  SurePrice <sup>17</sup>	\$155.00 \$129.99
Includes Digital Starter and Streampix for primary outlet, Blast! Internet and XFINITY Home - Secure	\$129.99
Includes Digital Starter and Streampix for primary outlet, Blast! Internet and XFINITY Home - Secure  SurePrice <sup>17</sup> X1 Preferred Secure Triple Play <sup>18</sup>	

X1 Preferred Plus Secure Triple Play <sup>18</sup>	
Includes Digital Preferred, Starz®, Showtime®, The Movie Channel® and	
Streampix for primary outlet, HD Technology Fee, Extreme 150 Internet and	\$195.00
XFINITY Home - Secure	
SurePrice <sup>17</sup>	\$169.99
X1 Premier Secure Triple Play <sup>18</sup>	
Includes Digital Premier, Streampix and AnyRoom DVR Service for primary outlet, HD Technology Fee, Extreme 150 Internet and XFINITY Home - Secure	\$215.00
SurePrice <sup>17</sup>	\$189.99
Julie Fice	Ψ103.33
XFINITY LATINO TRIPLE PLAY PACKAGES	
X1 Economy Plus Latino Triple Play	
Includes Economy Plus Latino TV for primary outlet, Performance 25 Internet	Φ140 00
and XFINITY Voice Unlimited with Carefree Minutes Latin America 300	\$140.00
SurePrice <sup>17</sup>	\$114.99
X1 Starter Latino Triple Play	
Includes Starter Latino TV and Streampix for primary outlet, HD Technology	
Fee, Performance Pro Internet and XFINITY Voice Unlimited with Carefree	\$155.00
Minutes Latin America 300 SurePrice <sup>17</sup>	\$129.99
	φ129.99
X1 Preferred Latino Triple Play Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix for	
primary outlet, HD Technology Fee, Blast! Pro Internet and XFINITY Voice	
Unlimited with Carefree Minutes Latin America 300	\$175.00
SurePrice <sup>17</sup>	\$149.99
X1 Starter Secure Latino Triple Play	
Includes Starter Latino TV and Streampix for primary outlet, HD Technology	<b>4455.00</b>
Fee, Performance Pro Internet and XFINITY Home - Secure	\$155.00
SurePrice <sup>17</sup>	\$129.99
X1 Preferred Secure Latino Triple Play	
Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix for	
primary outlet, HD Technology Fee, Blast! Pro Internet and XFINITY Home -	\$175.00
Secure SurePrice <sup>17</sup>	\$149.99
Suieriice	Φ149.99
DOUBLE PLAY PACKAGES	
Internet Plus	
Includes Limited Basic, choice of HBO®, Showtime®, Starz® or Cinemax®,	
Streampix, TV Box and remote for primary outlet and Performance Internet	\$79.95
Blast Plus	
Includes Digital Economy and Streampix for primary outlet and Blast! Internet	\$99.95
X1 Starter Double Play	
Includes Digital Starter and Streampix® for primary outlet and Blast!®	4405.00
Internet	\$135.00
SurePrice <sup>19</sup>	\$109.99
X1 Preferred Double Play	
Includes Digital Preferred, Starz® and Streampix for primary outlet, HD	\$155.00
Technology Fee and Blast! Internet	
SurePrice <sup>19</sup>	\$129.99
X1 Preferred Plus Double Play	
Includes Digital Preferred, Starz <sup>®</sup> , Showtime <sup>®</sup> , The Movie Channel <sup>®</sup> and Streampix for primary outlet, HD Technology Fee and Blast! Internet	\$175.00
SurePrice <sup>19</sup>	\$149.99
Out of 1100	Ψ1+3.38



**xfinity** 

DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$39.95  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$69.95  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice \$87.90  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz® \$109.95  Digital Premier Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel® \$129.95  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet \$34.95  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet \$44.95  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$54.95  KFINITY TV SERVICES  HBO®16 \$15.00  Showtime®16 \$12.00		
SurePrice <sup>19</sup> \$169.99  XFINITY LATINO DOUBLE PLAY PACKAGES Internet Plus Latino Double Play Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet and Performance Internet  X1 Economy Plus Latino Double Play Includes Ecinomy Plus Latino TV for primary outlet and Performance Internet SurePrice <sup>19</sup> \$19.99  X1 Starter Latino Double Play Includes Economy Plus Latino TV and Streampix for primary outlet and Blast! Internet SurePrice <sup>19</sup> \$135.00  X1 Preferred Latino Double Play Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix for primary outlet, HD Technology Fee and Blast! Internet SurePrice <sup>19</sup> \$155.00  XFINITY TV¹  BASIC SERVICES Limited Basic³ \$23.19  Broadcast TV Fee³³ \$8.00  DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$39.95  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$69.95  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz®  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz®  Digital Preferred Plus Includes Digital Economy and XFINITY TV Latino for primary outlet  Economy Plus Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  XFINITY TV SERVICES  HBQ®16  Showtime®16  \$15.00  Showtime®16  \$12.00	X1 Premier Double Play	
SurePrice <sup>19</sup> XFINITY LATINO DOUBLE PLAY PACKAGES Internet Plus Latino Double Play Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet and Performance Internet X79.95 X1 Economy Plus Latino Double Play Includes Economy Plus Latino Double Play Includes Starter Latino TV and Streampix for primary outlet and Blast! Internet SurePrice <sup>19</sup> X1 Starter Latino TV and Streampix for primary outlet and Blast! Internet SurePrice <sup>19</sup> X1 Preferred Latino Double Play Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix for primary outlet, HD Technology Fee and Blast! Internet SurePrice <sup>19</sup> XFINITY TV <sup>1</sup> BASIC SERVICES Limited Basic, Additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$69.95 Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice \$87.90 Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz®  \$109.95  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet \$44.95  Economy Plus Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  XFINITY TV SERVICES  HBQ®16 \$15.00  Showtime®16 \$12.00	outlet HD Technology Fee and Blasti® Internet	\$195.00
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Internet Plus Latino Double Play Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet and Performance Internet X1 Economy Plus Latino Double Play Includes Economy Plus Latino TV for primary outlet and Performance Internet SurePrice.19 X1 Starter Latino Double Play Includes Starter Latino TV and Streampix for primary outlet and Blast! Internet SurePrice.19 X1 Starter Latino Double Play Includes Starter Latino TV and Streampix for primary outlet and Blast! Internet SurePrice.19 X1 Preferred Latino Double Play Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix for primary outlet, HD Technology Fee and Blast! Internet SurePrice.19  XFINITY TV.  BASIC SERVICES Limited Basic.3 Broadcast TV Fee.33 Senance Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice Signal Starter Includes Digital Starter, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice Senance Stopay-Per-View and On Demand programming and Music Choice Senance Stopay-Per-View and On Demand programming and Music Choice Senance Stopay-Per-View and On Demand programming and Music Choice Senance Stopay-Per-View and On Demand programming and Music Choice Senance Stopay-Per-View and On Demand programming and Music Choice Senance Stopay-Per-View and On Demand Programming and Music Choice Senance Stopay-Per-View and On Demand Programming and Music Choice Senance Stopay-Per-View and On Demand Programming and Music Choice Senance Starter Includes Digital Preferred, Showtime®, The Movie Channel® and Starz® Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® Senance Starter Showtime Starter Starter Showtime Sho		
Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet and Performance Internet XT Economy Plus Latino Double Play Includes Economy Plus Latino TV for primary outlet and Performance Internet SurePrice 19 XT Starter Latino Double Play Includes Starter Latino TV and Streampix for primary outlet and Blast! Internet SurePrice 19 XT Preferred Latino Double Play Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix for primary outlet, HD Technology Fee and Blast! Internet SurePrice 19  XFINITY TV  BASIC SERVICES Limited Basic 3 Broadcast TV Fee33 Sendony Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice Sipal Preferred Neurology English Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice Signal Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz® Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz® Digital Preferred HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel® Sasic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet Sconomy Latino TV Includes Economy Latino TV and additional digital channels for primary outlet Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  XFINITY TV SERVICES HBQ®16 Showtime®16 S12.00		
outlet and Performance Internet  XT Economy Plus Latino Double Play Includes Economy Plus Latino TV for primary outlet and Performance Internet SurePrice19  X1 Starter Latino Double Play Includes Starter Latino TV and Streampix for primary outlet and Blast! Internet SurePrice19  X1 Preferred Latino Double Play Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix for primary outlet, HD Technology Fee and Blast! Internet SurePrice19  XFINITY TV¹  BASIC SERVICES Limited Basic3  Scange Product Ty Fee33  DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice®  \$87.90  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz®  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz®  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel®  \$34.95  Economy Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet  \$44.95  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  \$69.95  Showtime®16  \$15.00  Showtime®16		
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SurePrice <sup>19</sup> \$89.99  X1 Starter Latino Double Play Includes Starter Latino TV and Streampix for primary outlet and Blast! Internet \$135.00  SurePrice <sup>19</sup> \$109.99  X1 Preferred Latino Double Play Includes Digital Preferred, KPINITY TV Latino, Starz® and Streampix for primary outlet, HD Technology Fee and Blast! Internet SurePrice <sup>19</sup> \$155.00  XFINITY TV¹  BASIC SERVICES Limited Basic³ \$23.19  Broadcast TV Fee³3 \$8.00  DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice  \$69.95  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice  \$87.90  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz®  Digital Premier Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel® and Starz®  Economy Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet  \$34.95  Economy Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  \$44.95  Economy Plus Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  \$54.95  XFINITY TV SERVICES  HBO®16  \$15.00  Showtime®16		\$105.00
XT Starter Latino Double Play Includes Starter Latino TV and Streampix for primary outlet and Blast! Internet SturePrice19 XT Preferred Latino Double Play Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix for primary outlet, HD Technology Fee and Blast! Internet SurePrice19  XFINITY TV¹  BASIC SERVICES Limited Basic3 \$23.19 Broadcast TV Fee33 \$8.00  DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$39.95  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice \$40.95  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz®  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz®  Starter Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet \$34.95  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet \$44.95  Economy Plus Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$54.95  XFINITY TV SERVICES  HB0®16 \$15.00  Showtime®16		
XFINITY TV  BASIC SERVICES  Limited Basic³ Broadcast TV Fee³³  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice  Digital Preferred Plus Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice  Sas.  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz®  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel®  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  XFINITY TV SERVICES  HB0®16  \$12.00  Showtime®16		
XT Preferred Latino Double Play Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix for primary outlet, HD Technology Fee and Blast! Internet  XFINITY TV¹  BASIC SERVICES Limited Basic³ \$23.19 Broadcast TV Fee³3³ \$8.00  DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice  Sepa-95  Digital Preferred Plus Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice® \$87.90  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz®  Digital Premier Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel® \$129.95  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  XFINITY TV SERVICES  HBO®16  \$15.00  Showtime®16		
Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix for primary outlet, HD Technology Fee and Blast! Internet  XFINITY TV¹  BASIC SERVICES Limited Basic³ \$23.19 Broadcast TV Fee³³³ \$8.00  DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$39.95  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$69.95  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice \$87.90  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz® \$109.95  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz® \$109.95  Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel® Signary outlet \$129.95  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet \$34.95  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet \$44.95  Economy Plus Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$54.95  XFINITY TV SERVICES  HBO®16 \$15.00  Showtime®16 \$15.00		φ109.99
XFINITY TV  BASIC SERVICES Limited Basic³  Broadcast TV Fee³³³  DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice  \$69.95  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice  \$69.95  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice®  \$87.90  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz®  \$109.95  Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel®  \$129.95  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet  \$34.95  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet  \$44.95  Economy Plus Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  \$64.95  XFINITY TV SERVICES  HBO®16  \$15.00  Showtime®16	Includes Digital Preferred, XFINITY TV Latino, Starz® and Streampix for	¢155.00
XFINITY TV  BASIC SERVICES  Limited Basic³ \$23.19  Broadcast TV Fee³3 \$8.00  DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$339.95  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$69.95  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice \$87.90  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz® \$109.95  Digital Premier Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel® \$129.95  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet \$34.95  Economy Latino TV Includes Economy and XFINITY TV Latino for primary outlet \$44.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$54.95  XFINITY TV SERVICES  HBO®16 \$15.00  Showtime®16 \$12.00		
BASIC SERVICES  Limited Basic <sup>3</sup> \$23.19  Broadcast TV Fee <sup>33</sup> \$8.00  DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$39.95  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$69.95  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice \$87.90  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz® \$109.95  Digital Premier Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel® \$129.95  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet \$34.95  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet \$44.95  Economy Plus Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$64.95  XFINITY TV SERVICES  HBO®16 \$15.00  Showtime®16 \$12.00	outer nec	Ψ123.33
BASIC SERVICES  Limited Basic <sup>3</sup> \$23.19  Broadcast TV Fee <sup>33</sup> \$8.00  DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$39.95  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$69.95  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice \$87.90  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz® \$109.95  Digital Premier Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel® \$129.95  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet \$34.95  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet \$44.95  Economy Plus Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$64.95  XFINITY TV SERVICES  HBO®16 \$15.00  Showtime®16 \$12.00		
Limited Basic <sup>3</sup> \$23.19  Broadcast TV Fee <sup>33</sup> \$8.00  DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$39.95  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$69.95  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice \$87.90  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz®  Digital Premier Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel®  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  \$544.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  XFINITY TV SERVICES  HBO®16  \$15.00  Showtime®16	XFINITY TV <sup>1</sup>	
Limited Basic <sup>3</sup> \$23.19  Broadcast TV Fee <sup>33</sup> \$8.00  DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$39.95  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$69.95  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice \$87.90  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz®  Digital Premier Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel®  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  \$544.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  XFINITY TV SERVICES  HBO®16  \$15.00  Showtime®16	BASIC SERVICES	
Broadcast TV Fee <sup>33</sup> \$8.00  DIGITAL SERVICES  Digital Economy Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$39.95  Digital Starter Includes Limited Basic, additional digital channels, TV Box and remote for primary outlet, access to Pay-Per-View and On Demand programming and Music Choice \$69.95  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice \$87.90  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz® \$109.95  Digital Premier Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel® \$129.95  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet \$34.95  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet \$44.95  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$54.95  XFINITY TV SERVICES  HBO®16 \$15.00  Showtime®16 \$12.00		\$23.10
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programming and Music Choice \$69.95  Digital Preferred Includes Digital Starter, additional digital channels, access to Pay-Per-View and On Demand programming and Music Choice® \$87.90  Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz® \$109.95  Digital Premier Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel® \$129.95  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet \$34.95  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet \$44.95  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$64.95  XFINITY TV SERVICES  HBO®16 \$15.00  Showtime®16 \$12.00		
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Digital Preferred Plus Includes Digital Preferred, Showtime®, The Movie Channel® and Starz® \$109.95  Digital Premier Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel® \$129.95  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet \$34.95  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet \$44.95  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$54.95  XFINITY TV SERVICES  HBO®16 \$15.00  Showtime®16 \$12.00		<u></u>
Channel® and Starz® \$109.95  Digital Premier Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax® and The Movie Channel® \$129.95  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet \$34.95  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet \$44.95  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$64.95  XFINITY TV SERVICES  HBO®16 \$15.00  Showtime®16 \$12.00		\$87.90
Digital Premier Includes Digital Preferred, HB0®, Showtime®, Starz®, Cinemax® and The Movie Channel®  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet  \$44.95  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  \$54.95  XFINITY TV SERVICES  HB0®16  \$15.00  Showtime®16		\$109.95
Movie Channel® \$129.95  Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet \$34.95  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet \$44.95  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$64.95  XFINITY TV SERVICES  HB0®16 \$15.00  Showtime®16 \$12.00	Digital Premier	*******
Basic Latino TV Includes Limited Basic, XFINITY TV Latino, TV Box and remote for primary outlet  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet  \$44.95  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  \$64.95  XFINITY TV SERVICES  HB0®16  \$15.00  Showtime®16  \$12.00		¢120.05
remote for primary outlet  Economy Latino TV Includes Digital Economy and XFINITY TV Latino for primary outlet  S44.95  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  S54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  \$64.95  XFINITY TV SERVICES  HB0®16  \$15.00  Showtime®16  \$12.00		Ψ123.33
primary outlet \$44.95  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$64.95  XFINITY TV SERVICES  HB0®16 \$15.00  Showtime®16 \$12.00	remote for primary outlet	\$34.95
Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$64.95  XFINITY TV SERVICES  HB0®16 \$15.00  Showtime®16 \$12.00		\$11.05
channels for primary outlet \$54.95  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet \$64.95  XFINITY TV SERVICES  HB0®16 \$15.00  Showtime®16 \$12.00		Ψ+1.55
channels for primary outlet \$64.95  XFINITY TV SERVICES  HB0®16 \$15.00  Showtime®16 \$12.00	primary outlet	A-10-
HB0®16 \$15.00 Showtime®16 \$12.00	primary outlet  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet	\$54.95
Showtime <sup>®16</sup> \$12.00	primary outlet  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  Starter Latino TV Includes Economy Plus Latino TV and additional digital	\$64.95
Showtime <sup>®16</sup> \$12.00	primary outlet  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet	
	primary outlet  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  XFINITY TV SERVICES	
\$12.00	primary outlet  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  XFINITY TV SERVICES  HB0®16  Showtime®16	\$64.95
Cinemax <sup>®16</sup> \$12.00	primary outlet  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  XFINITY TV SERVICES  HB0®16	\$64.95 \$15.00
	primary outlet  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  XFINITY TV SERVICES  HB0®16  Showtime®16  Starz®16	\$64.95 \$15.00 \$12.00
Playboy®16 \$19.99	primary outlet  Economy Plus Latino TV Includes Economy Latino TV and additional digital channels for primary outlet  Starter Latino TV Includes Economy Plus Latino TV and additional digital channels for primary outlet  XFINITY TV SERVICES  HB0®16  Showtime®16  Starz®16  Cinemax®16  The Movie Channel®16	\$15.00 \$12.00 \$12.00 \$12.00 \$12.00

<b>Sports Entertainment Package</b> <sup>15</sup> Includes 25 channels including NFL Red Zone, Big Ten Network, CBS Sports Network, FCS Atlantic, FCS Central, WFN and NBA TV	\$9.95
Family Tier <sup>4</sup> Includes 15 channels including C-SPAN2, The Hub, Food	Ψ0.00
Network, HGTV, Universal Kids, National Geographic Channel and The	
Weather Channel	\$14.99
Digital Preferred Tier <sup>7</sup>	
Includes Cooking Channel, Nat Geo Wild, NFL Network, Destination America and Science.	\$17.95
XFINITY TV Latino <sup>16</sup> Over 45 channels of Spanish language programming	\$19.95
HD Technology Fee <sup>23</sup>	\$9.95
DVR Service <sup>20</sup>	\$10.00
AnyRoom DVR Service <sup>21</sup>	\$10.00
Service to Additional TV <sup>22</sup>	\$9.95
Service to Additional TV with TV Adapter <sup>5</sup>	\$5.99
X1 Pack 3 Includes Service to Additional TV for 2 TVs and Internet/Voice Equipment Rental	\$25.00
X1 Pack 4 Includes Service to Additional TV for 3 TVs and Internet/Voice	
Equipment Rental	\$30.00
X1 Pack 5 Includes Service to Additional TV for 4 TVs and Internet/Voice Equipment Rental	\$35.00
X1 DVR Pack 3 Includes DVR Service for primary outlet, Service to	
Additional TV for 2 TVs and Internet/Voice Equipment Rental	\$35.00
X1 DVR Pack 4 Includes DVR Service for primary outlet, Service to Additional TV for 3 TVs and Internet/Voice Equipment Rental	\$40.00
X1 DVR Pack 5 Includes DVR Service for primary outlet, Service to	\$40.00
Additional TV for 4 TVs and Internet/Voice Equipment Rental	\$45.00
PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SER	VICES6
Eros Now On Demand	\$12.99
here! TV On Demand	\$7.99
Filipino On Demand	\$7.99
The Jewish Channel On Demand	\$6.99
Too Much for TV On Demand	\$14.99
Disney Family Movies On Demand	\$5.99
Vivid On Demand Subscription <sup>30</sup>	\$19.99
Hustler On Demand Subscription <sup>30</sup>	\$17.99

Eros Now On Demand	\$12.99
here! TV On Demand	\$7.99
Filipino On Demand	\$7.99
The Jewish Channel On Demand	\$6.99
Too Much for TV On Demand	\$14.99
Disney Family Movies On Demand	\$5.99
Vivid On Demand Subscription <sup>30</sup>	\$19.99
Hustler On Demand Subscription <sup>30</sup>	\$17.99
TEN On Demand Subscription <sup>30</sup>	\$17.99
XTSY On Demand Subscription <sup>30</sup>	\$17.99
Penthouse On Demand Subscription <sup>30</sup>	\$17.99
Pay-Per-View and On Demand Movies and Events <sup>8</sup> (per title or event)	Prices Vary
Streampix <sup>9</sup>	\$4.99
Gaiam TV Fit & Yoga On Demand	\$6.99
Gaia On Demand	\$9.99
FX+ On Demand	\$5.99
Grokker Yoga Fitness On Demand	\$6.99
Stingray Classica On Demand	\$6.99
UP Faith and Family On Demand	\$4.99
Lifetime Movie Club On Demand	\$3.99
Anime Network On Demand	\$6.99
AMC Premiere On Demand	\$4.99
TumbleBooksTV On Demand	\$4.99
FitFusion On Demand	\$6.99
CuriosityStream On Demand	\$5.99
History Vault On Demand	\$4.99
Kidstream On Demand	\$4.99
Stingray Karaoke On Demand	\$6.99
DOGTV On Demand	\$4.99

Wicked On Demand <sup>30</sup>	\$19.99	XFINITY INSTANT TV <sup>1,31</sup>	
Urban Fantasy On Demand <sup>30</sup>	\$19.99	ATTRITT INSTANT IV	
Falcon On Demand <sup>30</sup>	\$19.99		
Homegrown Amateur On Demand <sup>30</sup>	\$19.99	BUNDLED PACKAGES <sup>2</sup>	
Evil Angel <sup>30</sup>	\$19.99	Internet Plus Instant TV	
Mature Lust <sup>30</sup>	\$19.99	Includes Limited Basic for simultaneous streaming on two devices, 20 hours of cloud DVR service and Performance Plus Internet	\$79.95
SPORTS PACKAGES <sup>6</sup>		BASIC SERVICE	
MLB Extra Innings® Call 1-800-XFIN	IITY for pricing	XFINITY Instant TV	
MLS Direct Kick Call 1-800-XFIN	IITY for pricing	Includes Limited Basic for simultaneous streaming on two devices, and 20	***
NHL® Center Ice® Call 1-800-XFIN	IITY for pricing	hours of Cloud DVR service	\$10.00
NBA League Pass Call 1-800-XFIN		VEINITY INSTANT TV ADDITIONAL SEDVICES 32	
		XFINITY INSTANT TV ADDITIONAL SERVICES <sup>32</sup>	
XFINITY TV EQUIPMENT		Kids & Family Includes 13 kid and family-friendly channels including Cartoon Network, Disney Channel, Nickelodeon and Universal Kids	\$10.00
TV Box Limited Basic	\$1.00	Entertainment Includes 22 entertainment channels including A&E, AMC,	
TV Box	\$2.50	Bravo, Food Network, FX, TNT and VH1	\$15.00
Remote	\$0.20	Sports & News Includes 14 sports and news channels including CNBC, CNN, ESPN, Golf, MSNBC, NBC Sports and NFL Network	\$25.00
HD TV Box Limited Basic TV Adapter (Limited Basic — Primary TV)	\$2.50 \$0.00	Deportes Includes over 6 deportes channels including beIN Sports, ESPN	φ20.00
TV Adapter (Limited Basic — Primary TV)  TV Adapter (Limited Basic — 1st and 2nd Additional TVs)	\$0.00	Deportes, FOX Deportes and NBC Universo	\$7.00
TV Adapter (Limited Basic — 1st and 2nd Additional TV)	\$0.00	Latino Includes 13 latino channels including Cine Latino, Discovery en	
CableCARD (first card in device)	\$0.00	Espanol, Galavision, Viendo Movies and VME Kids	\$5.00
CableCARD (second card in same device)	\$1.50	HB0®	\$15.00
Coosina sara in sarina donos)	ψποσ	Starz®	\$12.00
INSTALLATION		Streampix	\$4.99
(PER OCCURRENCE UNLESS NOTED)		Ottodinpix	Ψ4.00
Professional Install <sup>24,26</sup>	\$60.00		
In-Home Service Visit <sup>25</sup>	\$60.00	XFINITY VOICE <sup>1,12</sup>	
XFINITY Home—Secure Installation <sup>26</sup>	\$99.99	XI INTT VOICE	
Gigabit Pro Installation <sup>26</sup>	up to 500.00	XFINITY Voice—Unlimited	\$44.95
uigusit 110 motumution	up to 000.00	With TV and Internet Service	\$39.95
REACTIVATION		XFINITY Voice—Unlimited Saver	\$20.00
(NO IN-HOME VISIT REQUIRED—PER OCCURRENCE UNLESS I	NOTED)	XFINITY Voice—Saver Pack <sup>27</sup> Includes Internet/Voice Equipment Rental	\$20.00
Reactivation - TV	\$6.00		
Reactivation - Internet	\$6.00	CAREFREE MINUTES INTERNATIONAL CALLING PLA	
Reactivation - Voice	\$6.00	Carefree Minutes International Calling Plans are additional call plans to specif or international regions	ic countries
MISCELLANEOUS (PER OCCURRENCE UNLESS NOTED)		Carefree Minutes Latin America 300	\$9.95
		Carefree Minutes World Select 300	\$9.95
<b>Service Protection Plan<sup>10</sup></b> (per month) Optional plan that protects against charges for service visits to diagnose or repair In-Home Wiring that works with residential XFINITY TV, XFINITY Internet, or XFINITY Voice services. See		OTHER CHARGES (PER MONTH UNLESS OTHERWISE INDIC	CATED)
xfinity.com/spp for terms.	\$5.95	Voicemail	\$3.95
Customer-Owned Video Equipment Credit See www.comcast.com/	<del></del>	Additional Line with Calling Features	\$21.95
equipmentpolicy for additional information	\$2.50	Additional Line without Calling Features	\$11.95
Regional Sports Fee <sup>34</sup> (per month)	\$6.75	Internet/Voice Equipment Rental	\$11.00
Field Collection Charge Visit to customer's residence required to collect past due balance or unreturned equipment	\$30.00	Unreturned or Damaged Equipment Fees <sup>11</sup> (per piece, per occurrence)	Replacement Cost
Returned Payment Item (each)	\$30.00		
Late Fee	\$10.00		
Agent Assisted Payment For payment made by phone with a Customer Care Representative	\$5.99	XFINITY INTERNET <sup>1,13</sup>	
	Replacement	Performance Starter <sup>14</sup>	- \$49.95
Unreturned or Damaged Equipment Fees <sup>11</sup> (per piece)	Cost	Performance	\$69.95
Self Install Kit Shipping and Handling	\$15.00	Blast!	\$79.95
Self Install Kit Shipping and Handling (Priority Shipping)	\$29.95 \$5.95	Extreme 150 <sup>29</sup>	\$89.95

\$5.95

Extreme 150<sup>29</sup>

Extreme 300<sup>29</sup>

\$89.95

\$99.95

**Accessory Shipping and Handling** 

Gigabit <sup>29</sup>	\$139.95
Gigabit Pro <sup>28,29</sup>	\$299.95
Internet/Voice Equipment Rental	\$11.00
Gigabit Pro Activation Fee (per occurrence)	up to 500.00
Unreturned or Damaged Equipment Fees <sup>11</sup> (per piece, per occurrence)	Replacement Cost

- 1 Certain services available separately or as a part of other levels of service. Comcast service is subject to Comcast's standard terms and conditions of service. Unless otherwise specified, prices shown are the monthly charge for the corresponding service, equipment or package. Prices shown do not include applicable taxes, franchise fees, FCC fees, Regulatory Recovery Fee, Public Access fees, other state or local fees or other applicable charges (e.g., per-call toll or international charges). Prices, services and features are subject to change. If you are an XFNITY TV customer and you own a compatible TV Box or CableCARD device, please and 1.900 XFNITY for pricing information or wirth ways from the company of the CARD device. call 1-800-XFINITY for pricing information or visit www.xfinity.com/equipmentpolicy. ©2017 Comcast. All rights reserved.
- 2 Requires Internet/Voice Equipment.
- 3 Requires TV adapter, Cable CARD or TV Box.
- A Requires TV Box and purchase of Limited Basic. Family Tier programming included in Digital Services except for XFINITY TV Latino.
   5 Digital service tier on additional TV corresponds to digital service tier on primary outlet. TV Adapter and remote included. Does not include access to On Demand content, premium channels or programming guide. Not available to customers with Limited Basic only. HD Technology Fee required for HD programming.
- 6 Requires TV Box and Limited Basic. Sports packages will automatically renew at the start of each season at that seasons full-season early-bird rate, provided Comcast still carries the package. Subscription will automatically be billed in 4 total payments. Call 1-800-XFINITY to cancel subscription or automatic renewal up to 30 days into the season. Charges are non-refundable after the first 30 days of the season. Other restrictions may apply. Customers enrolled in the auto-renewal program moving to another Comcast serviceable address and continuing service with Comcast in or out of season, will remain enrolled in the auto-renewal program.
- 7 Requires a subscription to Digital Starter.
- 8 Price of Pay-Per-View and On Demand Movie or Event is displayed prior to the completion of the Pay-Per-View or On Demand ordering process.
- Requires TV Box and Limited Basic to receive Streampix on television. Requires HD Technology Fee to receive HD programming. Streaming to iOS device requires XFINITY TV app, Internet service with bandwidth of at least 600 Kbps and a subscription to Limited Basic. Streaming to laptop/computer requires equipment meeting minimum requirements posted at https://www. xfinity.com/support/internet/requirements-to-run-xfinity-internet-service/, Internet service with bandwidth of at least 600Kbps and a subscription to Limited Basic.
- 10 See http://www.xfinity.com/spp for information on Service Protection Plan.
- 17 Contact 1-800-XFINITY for questions regarding equipment replacement charges.

  18 Requires Internet/Voice Equipment. Unlimited Local and Long Distance package pricing applies only to direct dialed calls from home to locations included in the plan. Plans do not include the international calls. For more information regarding XFINITY toke pricing go to http://www.xfinity.com/corporate/about/phonetermsofservice/comcastdigitalvoice/cdvrstatepricing.html.
- 13 Internet/Voice Equipment required. For more information regarding XFINITY Internet go to http:// www.xfinity.com/internet-service.html.
- 14 Download speed up to 10 Mbps and upload speed up to 2 Mbps. Many factors affect speed. Actual speeds may vary and are not guaranteed.
- 15 Requires Digital Starter.
- 16 Requires TV Box or CableCARD and Limited Basic.
- 17 SurePrice only available to qualifying 12 month or 24 month promotional packages.
- 18 XFINITY Home Secure requires 2 year agreement with early termination fee. Early termination fee applies if all XFINITY services are terminated during the agreement term. For additional information go to http://www.xfinity.com/home-security.html
- 19 SurePrice only available to qualifying 12 month promotional packages.
- 20 Requires HD Technology Fee and Digital Starter.
- 21 Requires HD Technology Fee. Service to Additional TV required for AnyRoom DVR Service on additional TVs for a maximum of three additional TVs.
- 22 Not available to Limited Basic only customers. Digital service tier on additional TVs corresponds to digital service tier on primary outlet. HD Technology Fee required for HD Programming.
- 23 Not available to Limited Basic only Customers.
   24 Does not apply to XFINITY Home, Gigabit Pro or additional outlet installation. Does not include activation fees for any XFINITY TV, Internet or Voice service.
- 25 Also applies to in-home upgrade or downgrade of service.
- 26 Product installations include installations up to 125 feet from existing Comcast plant. Custom installations include installations which require in-wall wiring or installations in extensive drop ceilings, basements or crawl spaces.
- 27 Not available to customers with XFINITY Internet.
- 28 Requires 2 year contract. Monthly rental of Gigabit Pro compatible cable modem/router additional. Activation and professional installation fees additional. Gigabit Pro does not qualify for Comcast 30-day money back guarantee.
- 29 Not available in all areas.
- 30 One month minimum purchase required. Not available in all areas.
- 31 Requires XFINITY Internet
- 32 Requires XFINITY Instant TV.
- 33 Applies to XFINITY TV Limited Basic and XFINITY Instant TV.
- 34 Applies to XFINITY TV Digital Starter and above, Starter Latino TV and XFINITY Instant TV Sports & News.

XFINITY Home License Numbers:

XFINITY Home License Numbers:
AL: 001484, 001504; AR: 12-030; AZ: ROC 280515, BTR 18287-0; CA: CSLB 974291, ACO 7118; CT: ELC 0189754-C5; DE: FAL-0299, FAC-0293, SSPS 11-123; FL: EF0000921, EF20001002, EF0001095; GA: LVU406303, LVU406264, LVU406190, LVU406354; IL: PACA 127-001503; LA: F1691; MA: SS-001968; MD: 107-1776; ME: LM50017039; MI: 3601206217; MM: T3674412; NC: 2335-CSA, 29443-SP-FALV; NJ: Burglar and Fire Alarm Business Lic. # 34BF00047700; NM: 373379; NY: licensed by the N.Y.S. Department of State 12000305427; OH: LIC# 53-89-1732; OR: CCB 192945; SC: BAC-13497, FAC-13440; TN: ACL 1597, ACL 1604; TX: ACR-1672104, 1818, B16922, B0257; UT: 8226921-6501; VA: 2705145289, DCJS 11-7361; VT: ES-02366; WA: COMCABS892DS; WASHINGTON, DC: ECS 902687, BBL 602512000005; WV: WV049211.

### MS: 15018010

Valid 4/19/17. See www.xfinity.com/home-security for current list.

### Comcast Customer Privacy Notice For Subscribers of Cable Video, Internet, Voice, and Home Security Services



Privacy English 2019\_ebill

#### Overview

Comcast knows our customers care about how Comcast uses, maintains, and shares the information we collect about them, and the choices they have regarding that use and sharing. Comcast holds customer privacy in the highest regard, and we are committed to protecting your privacy as we describe in this Privacy Notice. We value the trust you place in us as a customer when you subscribe to one or more of the Services described below.

This Comcast Customer Privacy Notice (the "Privacy Notice" or "Notice") describes: (1) the types of information Comcast collects when you subscribe to, use, and/or access our Services; (2) how we use, share, and protect that information; (3) how long we retain that information; and (4) the legal limitations imposed on our collection, use, and sharing of information that personally identifies you.

This Notice also provides you with information about how to access, review, and correct information that personally identifies you, how to set privacy preferences and opt out of certain uses and sharing of information, and your rights under federal law and this Notice concerning your personally identifiable information.

### **Entities Covered**

In this Notice, the terms "Comcast," "we," "us," or "our" refer to the operating company, subsidiary, or affiliate of Comcast Cable Communications, LLC that (1) owns and/or operates the cable television system in your area, and (2) delivers one or more of the Services. The term "you" refers to you as a subscriber to one or more of the Services.

#### Services Covered

This Privacy Notice applies to the Comcast-provided Xfinity® cable video ("video"), Internet, and voice services delivered over our cable system (including the services provided when you use the Xfinity Stream app and <a href="tv.xfinity.com">tv.xfinity.com</a> to access Xfinity video as a cable service in your residence and when you subscribe to Internet service and use the Xfinity Wi-Fi service). This Privacy Notice also applies to Comcast-provided home security service. Collectively, these are referred to as the "Services" throughout this Privacy Notice.

This Notice does not apply to other Comcast services or offerings, such as Xfinity Mobile, or other Comcast® and Xfinity-branded websites, applications, or streaming services, except as described above. These services, websites, and applications have their own privacy policies, which we post at <a href="https://www.xfinity.com/mobile/policies/privacy-policy">https://www.xfinity.com/mobile/policies/privacy-policy</a> and <a href="https://www.xfinity.com/privacy/">https://www.xfinity.com/mobile/policies/privacy-policy</a> and <a href="https://www.xfinity.com/privacy/">https://www.xfinity.com/privacy/</a>.

### **Information Covered**

This Privacy Notice also does not apply to (1) information that may be collected through any other products, services, websites, or applications, even if you access those other products, services, websites, or applications through our Services and even if they are co-branded with Comcast brands or the brands or logos of our affiliated companies; (2) information collected by devices, such as a "smart TV," or through a third-party (non-Xfinity) mobile application, where the manufacturer or application owner has enabled information-gathering capabilities including automatic content recognition that we do not control; or (3) interactions with third-party content providers that you may access through the Services, such as online video providers you may reach through our set-top boxes. You should read the privacy policies for these other products, services, websites, and applications to understand whether and how they apply to you and the data they collect about you.

Please read this entire Privacy Notice to understand our privacy policies and practices. You can also find answers to your specific questions quickly by using the links below.

#### I. Collection of Information

This section describes the types of information Comcast collects when you subscribe to, use, and/or access one or more of the Services. Some of our Services permit you to establish secondary accounts, and if you do so we collect similar information in order to establish and maintain those accounts. When you allow others to use or access the Services through your account, we collect information about their use, as well.

#### Information You Provide to Us

We collect information that you provide to us when you create an account with us or when you call us, use online account tools (for example, when you access My Account or chat online with an agent), report service issues, complete customer surveys, enter contests and promotions, or otherwise communicate with us. This information includes:

- name and contact information (for example, billing address, service address, email address, and phone numbers);
- payment information, such as your payment card or bank account information;
- information related to a credit application for the Services, which may include your Social Security number, driver's license number, or other government issued identifiers;
- information you provide to authenticate your access to the Services, such as passwords, images, voice recordings, or other personal identifiers;
- information you provide when you establish custom settings or preferences; and
- customer correspondence and other communications records, including records of calls and chats with our customer service representatives.

### Information We Collect When You Use the Services

We also collect information about your account and your use of the Services, which may include:

- your account number;
- billing, payment, and deposit history;
- maintenance information;
- the types of Services to which you subscribe;
- the device identifiers and network addresses of equipment used with your account;
- voice commands;
- video and audio recordings;
- records indicating the number and types of devices connected to our network;
- technical information about your Service-related devices, including customization settings and preferences;
- network traffic data;
- information about your use of the Services and their features, including video activity data, as well as Internet or online information such as web addresses and other activity data in order to render Internet service; and
- additional information about the Service options you have chosen.

When you use the Services, our cable system automatically generates, transmits, and collects much of this information as part of providing the Services to you. For example, we receive information about the use of set-top boxes, remote controls, program guides, video players, applications, and other devices and software connected to our cable system ("video activity data"). The video activity data includes, for example, which channels, programs, and advertisements are viewed and for how long. It may also include information about navigation through program guides and applications, and use of devices like remote controls and tablets. If you select various features of our equipment, such as voice commands or search, we also will collect and process the data needed to fulfill your requests.

#### **Location Information**

We may collect information from the devices you use to access the Services that tells us where you are at a specific point in time. For instance, we may know that you are at home when you chat with us through your Xfinity Internet service.

### **Information Provided by Third Parties**

We also obtain data and information about you from third parties. For example, when you request new or additional Services or features from us, we may obtain credit information from credit reporting agencies. Additionally, if you rent your residence, we may have a record of whether landlord permission was required prior to installing our cable services as well as your landlord's name and address.

We may obtain additional information about you from third parties such as demographic data (for example, gender, age, and census records, etc.), location data (for example, designated market area, zip code, etc.), interest data (for example, sports, travel, and other recreational activities, shopping preferences, etc.), or purchase data (for example, public records, loyalty programs, etc.). We may combine the data we collect from third parties with information in our business records, including information about your use of the Services. We may also combine information about your use of the Services with information we obtain from your use of other products, services, websites, and applications from Comcast. We use this combined data as described in the "Use of Information" section below.

#### II. Use of Information

We use the information we collect to provide and improve the Services and our network, to communicate with you, to deliver relevant advertising, to create measurement and analytics reports, and to provide additional features and offerings. Sometimes we use information that personally identifies you, such as when we are authenticating your account or communicating with you. We also maintain and use information in de-identified or aggregated forms that do not identify you.

### To Provide and Improve the Services

We use the information we collect to conduct business activities related to providing you with the Services, including:

- establishing your account
- measuring credit and payment risk:
- billing and invoicing:
- authenticating access to your account;
- account administration:
- service delivery:
- maintenance and operations, including management of the network and devices supporting our service and our systems;
- technical support:
- hardware and software upgrades for devices and systems;
- understanding the use of our services:
- improving our services and identifying and developing new products and new services:
- marketing and advertising;

- detecting the unauthorized reception, use, or abuse of the Services and to protect our customers from fraudulent, abusive, or unlawful use of, or subscription to, the Services;
- collecting fees and charges;
- protecting our rights, our personnel, and our property; and
- complying with applicable law.

We also use the information we collect to measure and analyze how our customers are using the Services. For video, this includes assessing which programs are most popular, how many people watch a program to its conclusion, whether people are watching advertisements, and what programming and video content we will carry on the Services. It also includes determining how our customers prefer to view certain kinds of programming when they use our video service, such as whether they like to watch certain programs live, or if they prefer to view them on demand, on mobile devices, or online.

When we provide you access to third-party content providers through our set-top boxes, we may measure how often and how long you use such services, but your use of those third-party providers are controlled by the terms and privacy policies of those providers. For Internet and voice services, we similarly analyze customer usage data, such as the amount of bandwidth that is being used, the peak times of usage, or the types of services that are being used.

#### To Communicate with You

We also use the information we collect to deliver and personalize our communications with you. For example, we may use the contact information you provide to inform you of Service updates or the status of a service request or outages, to invite you to participate in a survey, to collect amounts you owe, or in connection with other activities related to the Service. We will provide you with service-related announcements, such as a pricing change, a change in operating policies, a service appointment, or new features of one or more of the Services you receive from us through emails, texts, calls, Comcast-provided equipment, and other communications methods. You may select the manner in which you prefer to receive many of these communications by visiting the customer preference center at <a href="https://customer.xfinity.com/#/users/me/notifications">https://customer.xfinity.com/#/users/me/notifications</a>.

### To Provide Recommendations and Deliver Relevant Advertising and Marketing

We may also use information about you and/or your use of the Services or other services we provide to determine which movies or television shows to recommend to you and to send you promotional communications for the Services and other products and services we think may be of interest to you. We may also use this information to help third-party advertisers and programmers deliver more relevant advertising.

These promotional communications and advertisements may be directed to you because you subscribe to one or more of the Services, because of the way you use the Services, because you live in a certain geographic area, or based on demographic and interest information that we collect or obtain from other companies. These communications may be subject to your consent, as described in Section IV of this Notice ("Your Choices"). In no event will Comcast give your name or other personally identifying information to an advertiser without your consent.

### **To Create Analytics and Measurement Reports**

We and service providers who work on our behalf may use and combine data from our business records – including account information, video activity data, and other usage data – with data from third parties to create measurement and analytics reports. These reports do not contain any information that personally identifies you and instead contain de-identified or aggregate information.

We use these reports for many of the purposes described above, such as for improving the Services, creating and delivering more relevant advertising on behalf of Comcast and other third parties, determining whether and how an advertiser's messages are viewed, and analyzing the effectiveness of certain advertisements on the Comcast platforms and services and other platforms and services. We also use these reports to work with academic or research groups, and for other uses that help us develop and fund improvements in services and infrastructure. We may share these reports with programmers, advertisers, or others. To learn about the choices you have with respect to our use of your information for these purposes, see Section IV of this Notice ("Your Choices").

### III. Sharing & Disclosures of Information

We limit the information we share and disclose to others as described below.

#### **Service Providers**

In order to provide and support the Services, sometimes we use third-party companies as service providers that work on our behalf to transmit, collect, process, or store information for us. We require these service providers to treat the information we share with them as confidential and to use it only for the purpose of providing the services for which they have been engaged. These engagements typically include services such as billing and collections, administration, auditing and accounting, professional advice and consulting, surveys, marketing, service delivery and customization, maintenance and operations, security incident verification and response, service notifications, fraud prevention, and services to improve our programming and advertising offerings. For example, Comcast uses service providers to process payments for us and we may share your payment information with those billing processors when you make a payment. Or, Comcast may use a service provider to obtain information about you to assess your credit and payment status.

### The Comcast Family of Businesses

Comcast may share the information it collects with its affiliates that offer other Xfinity and Comcast-branded products, services, and applications. For example, if you use your Xfinity Service account information to create an Xfinity Mobile Service account, we may share your Service account information with the Comcast company that offers that service. We do this so that these companies can provide services to you and to make it easier for you to use Xfinity Mobile Service and other Xfinity services. We may also share information about you with other Comcast companies (including NBCUniversal-branded companies and other non-Comcast or non-Xfinity-branded affiliates) for marketing and advertising purposes when we have any required consent to do so.

### **Account Owners and Users**

Comcast may disclose any information about a customer's account and use of the Services and their features to the primary account owner after appropriate authentication. The primary account owner may also authorize other users to access information on the account, and that may include data about you and your use of the Services.

### **Third Parties for Marketing Purposes**

We will not share, sell, license, rent, or otherwise permit access to information that personally identifies you to an unaffiliated third party for that third party to market its products or services to you, unless we have the required consent to do so. Unless we have your affirmative "opt-in" consent, we will not sell or share any of your personally identifiable web browsing information, video activity data, sensitive information (such as financial account information or Social Security number), or call detail records that we collect from our cable system. We may, however, share de-identified or aggregate information with third parties for their own uses when those third parties commit to not re-identify that information or share it with others who may attempt to do so.

As permitted by federal law, we may disclose your name and address to non-governmental entities, such as charities or businesses, so long as such disclosure does not reveal, directly or indirectly, the extent of your use of the Services or the nature of any transaction you make over our cable system. You have the right to prohibit or limit this kind of disclosure by asking to be placed on our "do not disclose" list, as described in Section IV of this Notice ("Your Choices").

### **Other Third Parties**

If you subscribe to our voice service, Comcast may disclose information about you to others in connection with features and services such as Caller ID, 911/E911, and directory services as follows:

- We may transmit your name and/or telephone number to be displayed on a Caller ID device unless you have elected to block such information.
   Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business or emergency numbers, 911, 900 numbers, or toll-free 800 and similar numbers.
- We may provide your name, address, and telephone number to public safety authorities and their vendors for inclusion in E911 databases and records, inclusion in "reverse 911" systems, or to troubleshoot 911/E911 record errors.
- We may publish and distribute, or cause to be published and distributed, telephone directories in print, on the Internet, and on disks. Those
  telephone directories may include subscriber names, addresses, and telephone numbers, without restriction to their use.
- We may also make subscriber names, addresses, and telephone numbers available, or cause such subscriber information to be made available, through directory assistance operators.
- We may provide subscribers' names, addresses, and telephone numbers to unaffiliated directory publishers and directory assistance providers
  for their use in creating directories and offering directory assistance services.
- Once our subscribers' names, addresses, and telephone numbers appear in telephone directories or directory assistance, they may be sorted, packaged, repackaged, and made available again in different formats by anyone.

We take reasonable precautions to ensure that non-published and unlisted numbers are not included in our telephone directories or directory assistance services, but we cannot guarantee that errors will never occur.

If we (or our parent company) enter into a merger, acquisition, or sale of all or a portion of our assets, information about you and your subscription, including information that personally identifies you, will, in most instances, be one of the items transferred as part of the transaction. If this Notice will be changed as a result of such a transaction, you should refer below under "Changes to the Privacy Notice."

### When Required by Law or To Protect Comcast and Others

There are times when we may be required by law to disclose information about you to third parties. These disclosures may be made with or without your consent, and with or without notice, in compliance with the terms of valid legal process such as a subpoena, court order, or search warrant.

If you subscribe to our Xfinity video service, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a court order. In this case, the Cable Act (defined below in Section V) requires that you be afforded the opportunity to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. At the proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case.

If you subscribe to the Xfinity Internet, voice, or home security services, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a subpoena, court order, or search warrant, depending on the type of information sought. We are usually prohibited from notifying you of any such disclosures by the terms of the legal process. We may also seek your consent to disclose information in response to a governmental entity's request when that governmental entity has not provided the required subpoena, court order, or search warrant.

A non-governmental entity, such as a civil litigant, can seek information that personally identifies you or your use of the Xfinity video, Internet, or voice services only pursuant to a court order and we are required by the Cable Act to notify you of such court order. If Comcast is required to disclose information that personally identifies you to a private third party in response to a civil court order, we will notify you prior to making such disclosure unless legally prohibited from doing so.

We may also disclose information that personally identifies you as permitted by law and without your consent when it is necessary to protect our customers, employees, or property; in emergency situations; or to enforce our rights under our terms of service and policies.

#### IV. Your Choices

In many instances, you have choices about how we communicate with you and how we use and share your information.

### **Opting Out of Certain Marketing Communications**

For your convenience, we have created a customer preference center where you can manage:

- your account communications and notifications;
- your marketing calls, texts, and direct mail preferences;
- your preference for door-to-door sales calls;
- promotional or commercial emails Comcast may send to you; and
- targeted advertising for third-party products and services based on your interests.

To manage your preferences, please visit our customer preference center at <a href="https://customer.xfinity.com/#/users/me/notifications">https://customer.xfinity.com/#/users/me/notifications</a>. Once you sign in, you can review your options, get more information about the types of marketing activities you can opt out of, and make your choices. If you change your mind, you can return any time to update your preferences.

We understand that sometimes you may want to speak to a Comcast representative who can assist you with these choices. You can contact Comcast at 1-800-XFINITY and ask us to put your name on our internal company "do not call," "do not mail," or "do not knock" list. You may also contact us at this number and ask to be placed on the "do not disclose" list, which will let us know that you do not want us to share your name and address with third parties, as described above.

If you prefer to contact Comcast in writing instead of by telephone, you may send a written request to the address listed below under "How Do I Contact Comcast?" Be sure to include your name and address, your Comcast account number, and a daytime telephone number where we can reach you. The person who is identified in our billing records as the customer should sign the written request. If you have a joint account, a request by one party will apply to the entire account; for multiple accounts, your notice must separately identify each account covered by the request. If you are writing to opt-out of marketing calls, you must state the phone numbers or addresses that you wish to be placed on the relevant lists.

### Opting In to the Use of CPNI to Market Additional Products and Services to You

If you subscribe to Xfinity voice service, when you are interacting with one of our customer service representatives, such as on a call, in our offices, or during an online chat session, we may ask you for your oral consent to the use of your customer proprietary network information or "CPNI" for the purpose of reviewing your account and providing you with an offer for other products and services. If you provide consent, Comcast may use your CPNI only for the duration of that telephone call or discussion in order to offer you additional services. If you deny or restrict your approval for us to use your CPNI, you will suffer no effect, now or in the future, on how we provide any services to which you subscribe.

### V. Your Rights under Federal and State Law

This Notice is designed to comply with federal and state law requirements, including California law, which is applicable to our customers located in California who are served by a cable television corporation.

### The Cable Act and Personally Identifiable Information

This Privacy Notice is designed to comply with Section 631 of the federal Cable Communications Policy Act of 1984, as amended, (the "Cable Act"). The Cable Act permits Comcast to use the cable system to collect personally identifiable information about you. Personally identifiable information is information that identifies you specifically; it does not include de-identified, anonymous, aggregate, or other data that does not identify you. We may collect personally identifiable information when it is necessary to render cable services or other services to you and to detect unauthorized reception or use of the services. We may use the cable system to collect personally identifiable information about you for additional purposes with your prior written or electronic consent. The Cable Act also permits Comcast to disclose personally identifiable information if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided to you; required by law or legal process; or limited to your name and address, subject to your opt-out consent. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities as described in this Notice.

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act or other applicable laws, we encourage you to contact us directly as described below in "How Do I Contact Comcast?" in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act as applicable with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

This Privacy Notice neither supersedes, enhances, nor modifies any arbitration agreement to which you may be bound as a subscriber to one or more of the Services.

#### The Communications Act and CPNI

Section 222 of the Communications Act of 1934, as amended (the "Communications Act"), provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of telecommunications services, as well as Xfinity voice services, and the information about those services contained on your bill. This information is known as customer proprietary network information or "CPNI." CPNI does not include your name, address, and telephone number, which is defined by the Communications Act as "subscriber list information." However, that information is otherwise considered personally identifiable information.

If you are a customer of Xfinity voice service or another Service that is subject to these requirements, you have the right, and Comcast has a duty, under the Communications Act and other applicable laws, to protect the confidentiality of your CPNI. In addition, the FCC's rules provide additional privacy protections and choices regarding use and sharing that are specific to our voice services that we describe in this Notice.

### VI. Accessing and Correcting Information

It is important that your account records contain accurate information. You may correct or update information about your account as described below. We will correct our records upon reasonable verification that the changes you request are proper.

If you have Internet access, you can view and change certain information yourself by going to <a href="www.xfinity.com">www.xfinity.com</a> and signing in with your Comcast username and password to access the My Account feature. If you are a home security customer, you can go to the subscriber portal at <a href="www.xfinity.com/xhportal">www.xfinity.com/xhportal</a>. You may also call 1-800-XFINITY and speak to a customer service representative.

If you would like to examine your own personally identifiable information, you may do so at your local Comcast office upon reasonable prior notice to us and during our regular business hours. To do so, please contact us by mail at the address below or telephone at 1-800-XFINITY, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment. You will need to provide proper identification and you will only be permitted to examine the personally identifiable information in your account and no other account.

If you make an affirmative, written request for a copy of your Xfinity voice CPNI, we will disclose to you the relevant information we have at your account address of record, or to any person authorized by you, if we reasonably believe the request is valid. However, subscribers to our Xfinity voice services should be aware that we generally do not provide them with records of any inbound or outbound calls or other records that we do not furnish in the ordinary course of business (for example, as part of a bill) or which are available only from our archives, without valid legal process such as a court order. In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, our or our vendors' directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers that are not owned by us.

Comcast reserves the right to charge you for the reasonable cost of retrieving and photocopying any documents that you request.

### VII. Other Important Information

### **Protecting the Information We Collect**

We follow industry-standard practices to secure the information we collect to prevent the unauthorized access, use, or disclosure of information about our customers. These security practices include technical, administrative, and physical safeguards, which may vary, depending on the type and sensitivity of the information. Although we take the responsibility of safeguarding your information seriously, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose your information.

### **Data Retention**

Comcast maintains information that personally identifies you in our regular business records while you subscribe to one or more of the Services. We also maintain this information for a period of time after you no longer subscribe to a Service if the information is necessary for the purposes for which it was collected or to satisfy legal requirements. These purposes typically include business, legal, or tax purposes. If these purposes no longer apply, we will destroy, de-identify, or anonymize the information according to our internal policies and procedures.

### **Changes to the Privacy Notice**

As required by the Cable Act, we will provide you with a copy of the current Privacy Notice at the time we enter into an agreement to provide any cable service or other service to you, and annually afterwards, or as otherwise permitted or required by law.

We may modify this Notice at any time. You can view the most current version of this Notice by going to <a href="http://www.xfinity.com/Corporate/Customers/Policies/CustomerPrivacy.html">http://www.xfinity.com/Corporate/Customers/Policies/CustomerPrivacy.html</a>. If we make material changes to this Privacy Notice, then we will provide you at least 30 days' notice and will also notify you by e-mail, direct mail, bill messaging, or other reasonable methods that we select. If you continue to use the service following notice of the changes, we will deem that to be your acceptance of and consent to the changes in the revised Privacy Notice. If we make material changes that will result in a new use, disclosure, or permission of access to previously collected information that personally identifies you, we will obtain your opt-in consent before implementing those specific changes.

#### **How Do I Contact Comcast?**

If you have any questions or suggestions regarding this Privacy Notice, or wish to contact us about your personally identifiable information, please reach us as follows:

Phone: 1-800-XFINITY

Website: <a href="http://customer.xfinity.com/contact-us/">http://customer.xfinity.com/contact-us/</a>

Mail: Comcast Cable Communications, LLC

Attn: Law Department - Customer Privacy Notice

One Comcast Center

Philadelphia, PA 19103-2838

Revised and effective: January 1, 2018

### Comcast of Nashville II, LLC

Officer Name Title

Roberts, Brian L. Chairman

Chief Executive Officer

President

Watson, David N. Chief Executive Officer - Cable

McMeley, Christin Chief Privacy and Legal Information Security Officer

Senior Vice President Deputy General Counsel

Connors, William President - Central Division

Stemper, William R. President - Business Services
Strong, Dana McDonald President - Consumer Services

Werner, Tony G. President - Technology and Product

Butz, Gregory R President - Wireless
Cavanagh, Michael J. Chief Financial Officer

Senior Executive Vice President

Croney, Steven T. Chief Financial Officer

**Executive Vice President** 

Schwartz, Samuel H. Chief Business Development Officer Herrin, Charles D. Chief Customer Experience Officer

Hofmeyr, Jan Chief Network Officer

**Executive Vice President** 

Davis, Noopur Chief Product and Information Security Officer

Lewis, Jr., Gerard J. Chief Technology Counsel

Senior Vice President
Deputy General Counsel

Cohen, David L. Senior Executive Vice President

**Assistant Secretary** 

Block, Arthur R. Executive Vice President

General Counsel

Secretary

Charytan, Lynn R. Executive Vice President

General Counsel

Kiriacoulacos, Peter Executive Vice President

Chief Procurement Officer

Rigdon, Gregory S. Executive Vice President - Content Acquisition
Karinshak, Thomas Allen Executive Vice President - Customer Service

Brassel, Edwin Executive Vice President - Enterprise Business Intelligence

Eatroff, Robert Executive Vice President - Global Corporate Development and Strategy

Strahan, William J. Executive Vice President - Human Resources

Lang, Richard A. Executive Vice President - Sales and Marketing Operations

Strauss, Matthew E. Executive Vice President - Xfinity Services

Benenson, Tanya Senior Vice President

Chief Medical Officer

Dordelman, William E. Senior Vice President

Treasurer

Edwards, Luisa Senior Vice President

Deputy General Counsel - International

Gitchell, Sarah Senior Vice President

**Deputy General Counsel** 

Chief Counsel - Content Acquisition

Koles, Kathryn Senior Vice President

**Deputy General Counsel** 

Laine, Julie Senior Vice President

Chief Compliance Officer

Loretan, Thomas R. Senior Vice President

**Executive Creative Director** 

Marcus, David L. Senior Vice President

Deputy General Counsel Chief Litigation Counsel

Murdock, Daniel C. Senior Vice President

Chief Accounting Officer

Controller

Rioboli, Richard D. Senior Vice President

Chief Information Officer

Smith, Jeffrey E. Senior Vice President

Deputy General Counsel - General Operations

Soehren, Martha S. Senior Vice President

Chief Talent Development Officer

Buchholz, Karen Senior Vice President - Administration

Dombroski, Raymond E. Senior Vice President - Access Management

Sirota, Marc S. Senior Vice President - Applied Analytics, Enterprise Business Intelligence

Arata, Todd Senior Vice President - Brand Marketing

Intermaggio, Peter Senior Vice President - Brand Marketing and Communications

Hess, Mark E. Senior Vice President - Business and Industry Affairs

Guthrie, Douglas R. Senior Vice President - Cable Management Smith, Amy R. Senior Vice President - Cable Management

Dawson, Ruth Senior Vice President - Comcast Innovation Labs

General Manager

Williamson, John Senior Vice President and General Manager - Comcast.com

Blackshear, Eunice A. Senior Vice President - Communications
Gaiski, Jennifer T. Senior Vice President - Content Acquisition
Smith, Justin Senior Vice President - Content Acquisition

Kurath, Franz Edward Senior Vice President - Content

Nissenblatt, Michael Senior Vice President - Content Planning and Acquisition

Olander III, John Senior Vice President - Construction

Klaer, Kenneth Lee Senior Vice President - CTS/Strategic Infrastructure

McArdle, Gary Michael Senior Vice President - Customer Care

Lingle, Piers Senior Vice President - Customer Experience
Shatlock, Jr., Eugene P. Senior Vice President - Customer Experience

McSlarrow, Kyle Senior Vice President - Customer Experience Operations

Penna, Melanie A. Senior Vice President - Customer Experience Workforce Plan

Stirling, Fraser Senior Vice President - Devices and Al

Goldstein, Courtney Senior Vice President - Digital Sales and Marketing

McAllister, Scott Christopher Senior Vice President - Digital Transformation

Hull, Matthew Senior Vice President - Enterprise Business Intelligence

Bach, Thomas Senior Vice President - Engineering Murphy, Daniel J. Senior Vice President - Engineering

Crisafulli, Michael Senior Vice President - Engineering Operations
Katz, Glenn Senior Vice President - Enterprise Solutions

Amendola, Duane Senior Vice President - Finance

**Assistant Controller** 

Pighini, Ernest A. Senior Vice President - Finance

Bryant, Sarah Senior Vice President - Finance and Accounting

Victor, Robert S. Senior Vice President - Finance and Business Operations

Hunt, Michelle R.Senior Vice President - Financial OperationsNester, Timothy T.Senior Vice President - Financial Operations

Kelman, Michael Senior Vice President - Financial Planning and Analysis

Brady, Michael L. Senior Vice President - Government Affairs Fennell, Klayton F. Senior Vice President - Government Affairs Gage, Timothy Senior Vice President - Government Affairs Gibbs, John F. Senior Vice President - Government Affairs Lee, Ebony J. Senior Vice President - Growth Development Cheng, Clement J. Senior Vice President - Human Resources Lau, Sandra H. Senior Vice President - Human Resources Simmons, Celestine S. Senior Vice President - Human Resources

Topping, Andrew C Senior Vice President - Human Resources, Business Services

Davis, G. Wayne Senior Vice President - Human Resources, Technology and Product

Armstrong, Jason S. Senior Vice President - Investor Relations and Finance

Eagles, Michael Senior Vice President - Labor and Employee Relations

**Deputy General Counsel** 

Hasty, Denice Senior Vice President - Marketing and Customer Experience

Hounsell, Randall B. Senior Vice President - Marketing and Product Management, Xfinity Mobile

Diskin, Eileen E. Senior Vice President - Marketing Communications

McFadden, Suzanne

Kandikonda, Ravi Kiran

Kozlowski, Kristy

Senior Vice President - Marketing Customer Communications

Senior Vice President - Marketing Strategy and Planning

Senior Vice President - Media Strategy and Sciences

Senior Vice President - Military and Veteran Affairs

Jackson, Margaret A.

Senior Vice President - National Call Center Sales

Raffaelli, Noam Senior Vice President - Network and Communications Engineering

Nafshi, Elad Senior Vice President - NGAN
Panepinto, Lisa J. Senior Vice President - Operations

Duffy, Brian Senior Vice President - Outsourcing Strategy and Operations

Abeln, Jeur Senior Vice President - Procurement Yohe, Jennifer Senior Vice President - Procurement

Solur, Sridhar Senior Vice President - Product and Development, XH, IOT and Data

Services

O'Toole, Kevin R. Senior Vice President - Product Management

Buzzelli, Jeffrey Michael Senior Vice President - Product Sales

Rainey, Luci Michelle Senior Vice President - Prospect Marketing

Manchester, James Senior Vice President - Reliability Engineering

DeVito, Thomas Senior Vice President - Retail Sales and Service

Ismail, Labeeb Senior Vice President - RDK LLC
Lafond, Daniel Senior Vice President - Sales
Williams, David Senior Vice President - Sales

Garcia, Javier Senior Vice President - Sales and Marketing Wicht, Jason Senior Vice President - Sales and Marketing

Connell, Terrence J. Senior Vice President - Sales and Sales Operations

Goodbinder, Todd Senior Vice President - SMB Sales

Kimball, Bridget D. Senior Vice President - Software Development and Engineering Zelesko, Matthew Senior Vice President - Software Development and Engineering

Horn, Gregory G. Senior Vice President - Strategic Business Planning

Chernak, Sam Senior Vice President - Strategic Engineering

Nagel, Thomas F. Senior Vice President - Strategy, Devices and Development

Stipandic, Amy Senior Vice President - Strategy and Operations

Joyce, Allison T. Senior Vice President - Talent Acquisition

Dankenbrink, Kristine A. Senior Vice President - Tax

Marchetti, Marc E. Senior Vice President - Technical Operations

Ceasar, Sherita Senior Vice President - Technology Environments and Strategy

Leavitt, Shawn E. Senior Vice President - Total Rewards

Stephens, Billy E. Senior Vice President - Wireless Devices and Supply Chain

Athias, Franklyn A. Senior Vice President - Wireless Engineering

Schaefer, Eric A. Senior Vice President and General Manager - Communications, Data and

Mobility Services

Deller, Marcel Senior Vice President and General Manager - Next Generation IT Systems

Mao, Weidong Senior Fellow Moore, Jonathan T. Senior Fellow

Chief Software Architect

Heller, Jennifer Vice President

Chief Compliance Officer

Senior Deputy General Counsel

Medlock, George Douglas Vice President

Deputy General Counsel - Patents

Rankin, Brian A. Vice President

Senior Deputy General Counsel

Rockford, Marc A. Vice President

Senior Deputy General Counsel

Assistant Secretary

Squire, Derek H. Vice President

Senior Deputy General Counsel

**Assistant Secretary** 

Babin, Stephanie Lea Vice President - Billing Operations and Strategy

Dominguez, Juan Vice President - Business Development
Geagan, Shawn Lyn Vice President - Business Development
Dirkmaat, Jay Vice President - Business Services

Marston, Jeffrey A. Vice President - Business Services
Pluskota, Michelle Vice President - Business Services
Rollins, Richard L. Vice President - Business Services

Aldi, Jeff Vice President - CHQ Finance and Accounting Visbal, Rafael Vice President - Commercial Development Sales

Farley, Brian

Vice President - Communications

Kaufman, Gary D.

Vice President - Construction

Vice President - Customer Care

Oglesbee, Jr., Gene C. Vice President - Customer Experience

Richenberger, Tyler Vice President - Customer Experience Strategy

Cryer, Jr., John Kopert Vice President - Customer Service Center Operations

Brown, Jeffrey A.

Vice President - Customer Service Strategy and Operations

Mathews, Stacy A. Vice President - Employee and Customer Experience

Fitzgerald, Donald P.

Vice President - Engineering

Carroll, Thomas W. Vice President - Engineering Operations Spinosa, Daniel T. Vice President - Entertainment Services

O'Connor, Kevin P. Vice President - Federal Tax Browning, Joseph D. Vice President - Field Operations Colucci, John A. Vice President - Field Operations Vice President - Field Operations Douglas, Anthony J. Magdos, Peter D. Vice President - Field Operations Vice President - Field Operations Mark, Bryan E. Monteith, Scott D. Vice President - Field Operations Matthews, Philip Anthony Vice President - Field Sales

Hansen, Paul D. Vice President - Finance
Santos, Christine Marie Vice President - Finance
Yoo, Henry J. Vice President - Finance

Gibbs, Susan L.

Vice President - Finance and Accounting
Richardson, Brian K.

Vice President - Finance and Accounting
Rish, Darren J.

Vice President - Finance and Accounting

Gavitt, Charles V. Vice President - Financial Planning and Analysis Kleinhans, Kimberly Sebastian Vice President - Financial Planning and Analysis

Montes, Carlos A. Vice President - Fulfillment

Wells, Ivan Anthony

Vice President - Fulfillment Operations

Brunet, Hervé

Vice President - General Management

Vice President - General Management

Aspinall, Donald B. Vice President - Global Risk Management

Cooper, Derek Vice President - Government Affairs

Macke, James Andy Vice President - Government Affairs

D'Agostini, Craig T. Vice President - Government and Regulatory Affairs Horak, Chris Thomas Vice President - Government and Regulatory Affairs Musselwhite, Brian James Vice President - Government and Regulatory Affairs Nemeth, Peter S. Vice President - Government and Regulatory Affairs Person, III, Curtis S. Vice President - Government and Regulatory Affairs Sledge, James P. Vice President - Government and Regulatory Affairs Summy, Matthew H. Vice President - Government and Regulatory Affairs Wall, Michael A. Vice President - Government and Regulatory Affairs

Anderson, Scott H.

Vice President - Human Resources

Galeotafiore, Dina A. Vice President - Human Resources, Xfinity Services

O'Connell, Sean M. Vice President - Inbound Sales

Craig, Ryan G. Vice President - Information Technology

Cramer, Debra A.

Gumbs, Jason M.

Vice President - Marketing

Sweeney, William F. Vice President - Marketing Communications
Frazier, Jr., Ricky Vice President - Process Improvement

Leslie, Dara Vice President - Product Sales
Schuchart, John Vice President - Product Sales
Willer, Timothy R. Vice President - Product Sales

Carroll, Shawn Loring Vice President - Product Sales, Support and Analysis Hairston, Deno Vice President - Product Sales, Support and Analysis

Vice President - Public Relations

Kocsis-LeCureux, Lisa Marie

Menscer, Elizabeth

Schmookler, Felice

Gilbert, Michelle

Horwitz, Alexander N.

Vice President - Project Management

Vice President - Project Management

Vice President - Public Relations

Segal, Jack A.

O'Brien, Gerald C. Vice President - Real Estate
Gaines, II, Victor P. Vice President - Recruitment

Konuch, David A. Vice President - Regulatory Affairs

Quantz, Matthew Vice President - Retail Sales

Chu, Yolanda Vice President - Revenue Operations
Smith, Joseph Christian Vice President - Sales and Marketing
Wanzer, Lawrence E. Vice President - SMB Direct Sales
Kelly-Brown, Kathy Vice President - Strategic Planning

Donnelly, Thomas J. Vice President - Tax

Hewitt, Michael C. Vice President - Technical Operations Rosson, Ellen C. Vice President - Technical Operations

Powell, Jeffrey L. Vice President - Telemarketing

Andress, Annmarie Boyle Vice President - Vendor Management

Collins, Timothy P. Regional Senior Vice President Crowley, John J. Regional Senior Vice President

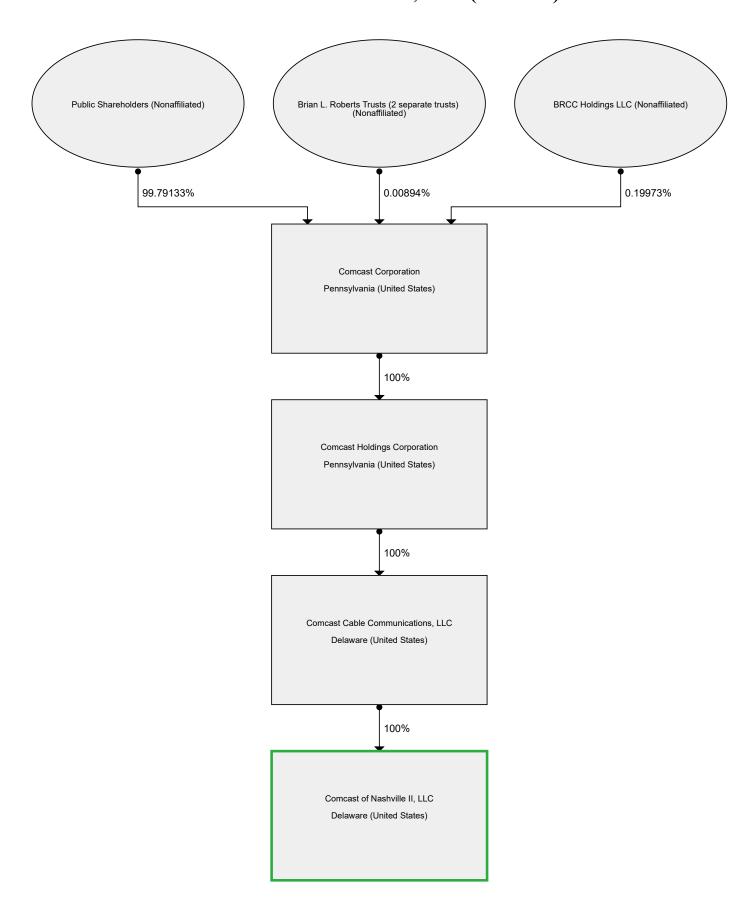
Navin, Paul J.
 Fraher, Richard E.
 Gillespie, Valerie L.
 Regional Vice President - Cable Operations
 Area Vice President - Field Operations

General Manager

Goyer, Adam Area Vice President - Operations
Hagen, Barbara A. Area Vice President - Operations
King, Virgil A. Area Vice President - Operations

Mathis, Donald Hilliard General Manager - Growth

### Comcast of Nashville II, LLC(CC5677)







June 19, 2019

For Murfreesboro Cable TV Commission:

### **RE: Comcast Cable Television Issues Cases and 2018 Year Summary**

As an item for the agenda of June 24, 2019, staff has received three Comcast cable television issues since our last meeting. Two are pending resolution and the one attached for your review has been addressed by Comcast.

Also, for your review is a 2018 year summary of all the Comcast Cable TV Issues received by the City of Murfreesboro.

### Attachment

Black Comcast Cable TV Issues Form 2018 Comcast Cable TV Issues Year Summary

Respectfully,

Alan Bozeman Communications Director

### 2018 Comcast Cable Television Complaints Received by the City of Murfreesboro Communications Department

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Installation	0	0	1	0	1	0	0	0	0	0	0	0	2
Service Interruption	0	0	0	0	0	0	0	0	0	0	0	0	0
Technical	0	0	0	0	1	0	0	0	0	0	0	1	2
Construction	0	0	0	0	0	1	1	0	0	0	1	0	3
Billing	1	0	0	0	0	1	0	1	1	1	0	1	6
Call Center	0	0	0	0	1	0	0	0	0	0	0	0	1
Other	0	0	1	0	0	0	0	0	0	0	0	0	1
(AT&T)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1	0	2	0	3	2	1	1	1	1	1	2	15

20 in 2017 32 in 2016

86 in 2015 84 in 2014

64 in 2013

29 in 2012

21 in 2011

22 in 2010

21 in 2009

42 in 2008

61 in 2007

36 in 2006

21 in 2005

1 AT&T Complaint forwarded to TRA

2 AT&T Complaints forwarded to TRA



### 2019

### **Program Guide**

Time	Sun 6/30	Mon 7/1	Tues 7/2	Wed 7/3	Thurs 7/4	Fri 7/5	Sat 7/6	Time
6:00 AM	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	6:00 AM
8:00 AM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	8:00 AM
8:30 AM	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	8:30 AM
9:00 AM	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	9:00 AM
9:30 AM	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	9:30 AM
10:00 AM	State of the City Schools	Linebaugh Library	State of the City Schools	Linebaugh Library	State of the City Schools	Linebaugh Library	State of the City Schools	10:00 AM
10:30 AM	Cooking with MFRD	City Council	Parks/Recreation Facilities	MED: All Things Electric	Planning Commission	Let's Talk Parks	Cooking with MFRD	10:30 AM
11:00 AM	Adventures in Firefighting	(recorded 6/27)	Cultural Heritage Tourism		(recorded 6/5)	Balloon Artist at Linebaugh	Adventures in Firefighting	11:00 AM
11:30 AM	Parks/Recreation Facilities		In the Garden	Parks/Recreation Facilities		Folk Fest Dancers	Let's Talk Parks	11:30 AM
12:00 PM	MED: All Things Electric		MED: All Things Electric	Parks and Recreation			Behind the Badge	12:00 PM
12:30 PM				Commission (recorded 6/5)	Public Service Announcments	Rhea Seddon	Wildlife at Linebaugh	12:30 PM
1:00 PM	Healthy Living	Uncle Dave News Conference	City Bulletins	City Bulletins	and Promotional Videos	MFRD New Recruits		1:00 PM
1:30 PM	Cultural Heritage Tourism	(recorded 5/9)	Board of Zoning Appeals	Newsbreaks	Parks/Recreation Facilities	Graduation (recorded 6/13)	Newsbreaks	1:30 PM
2:00 PM	Newsbreaks	Historic Zoning Commission	(recorded 6/26)	Healthy Living	Parks and Recreation	Uncle Dave News Conference	Peace Officer Memorial	2:00 PM
2:30 PM	St. Rose DARE Graduation	(recorded 6/18)		Cultural Heritage Tourism	Commission (recorded 6/5)	(recorded 5/9)	Linebaugh Library	2:30 PM
3:00 PM	Pittard DARE Graduation	Linebaugh Library	In the Garden	Linebaugh Library	Linebaugh Library	In the Garden	St. Rose DARE Graduation	3:00 PM
3:30 PM		Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Economics of Tourism	3:30 PM
4:00 PM	City Council (recorded 6/27)	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	City Council (recorded 6/27)	4:00 PM
6:00 PM	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	6:00 PM
6:30 PM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	6:30 PM
7:00 PM	Murphry's Burrow	State of the City Schools	State of the City Schools	MFRD New Recruits	Firework Safety	City Council	Murphry's Burrow	7:00 PM
7:30 PM	State of the City Schools	Behind the Badge	Board of Zoning Appeals	Graduation (recorded 6/13)	Let's Talk Parks	(recorded 6/27)	State of the City Schools	7:30 PM
8:00 PM	Tennessee Uncharted	Peace Officer Memorial	(recorded 6/26)		Behind the Badge		Tennessee Uncharted	8:00 PM
8:30 PM	Adventures in Firefighting	Wildlife at Linebaugh		Firework Safety	Uncle Dave News Conference		Adventures in Firefighting	8:30 PM
9:00 PM	Cooking with MFRD	Historic Zoning Commission	Parks/Recreation Facilities	Folk Fest Dancers	(recorded 5/9)	Peace Officer Memorial	Cooking with MFRD	9:00 PM
9:30 PM	Linebaugh Library	(recorded 6/18)	Folk Fest Dancers	Rhea Seddon	Firework Safety	(recorded 5/16)	Linebaugh Library	9:30 PM
10:00 PM	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	10:00 PM
10:30 PM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	10:30 PM
11:00 PM	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	11:00 PM

For questions concerning programming information, call Alan Bozeman at 615-848-3245; or email at abozeman@murfreesborotn.gov



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2019

### **Program Guide**

Time	Sun 7/7	Mon 7/8	Tues 7/9	Wed 7/10	Thurs 7/11	Fri 7/12	Sat 7/13	Time
6:00 AM	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	6:00 AM
8:00 AM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	8:00 AM
8:30 AM	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	8:30 AM
9:00 AM	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	9:00 AM
9:30 AM	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	9:30 AM
10:00 AM	State of the City Schools	Linebaugh Library	State of the City Schools	Linebaugh Library	State of the City Schools	Linebaugh Library	State of the City Schools	10:00 AM
10:30 AM	Cooking with MFRD	City Council	Parks/Recreation Facilities	Rutherford Recycle	Uncle Dave News Conference	TWRA Fishing	Cooking with MFRD	10:30 AM
11:00 AM	Adventures in Firefighting	(recorded 6/27)	Cultural Heritage Tourism	Stones River Battlefield	(recorded 5/9)	Balloon Artist at Linebaugh	Adventures in Firefighting	11:00 AM
11:30 AM	Tourism Spotlight		In the Garden	Parks/Recreation Facilities	Parks/Recreation Facilities	Parks and Recreation	Planning Commission	11:30 AM
12:00 PM	MED: All Things Electric		MED: All Things Electric	MFRD New Recruits	Parks and Recreation	Commission (recorded 7/11)	(recorded 7/10)	12:00 PM
12:30 PM	Parks/Recreation Facilities			Graduation (recorded 6/13)	Commission (Live)			12:30 PM
1:00 PM	Healthy Living	House Still Standing	Schools Employee Recognition (	5/8)	Planning Commission	Planning Commission		1:00 PM
1:30 PM	Cultural Heritage Tourism	Let's Talk Parks	Board of Zoning Appeals	School Board	(recorded 7/10)	(recorded 7/10)	Schools Employee Recognition	1:30 PM
2:00 PM	Uncle Dave News Conference	Historic Zoning Commission	(recorded 6/26)	(recorded 6/25)			School Board	2:00 PM
2:30 PM	(recorded 5/9)	(recorded 6/18)					(recorded 6/25)	2:30 PM
3:00 PM	Pittard DARE Graduation	Linebaugh Library	In the Garden	Linebaugh Library	Linebaugh Library	In the Garden		3:00 PM
3:30 PM		Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow		3:30 PM
4:00 PM	City Council (recorded 6/27)	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	City Council (recorded 7/11)	4:00 PM
6:00 PM	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Planning Commission	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	6:00 PM
6:30 PM	In the City	In the City	In the City	(Live)	In the City	In the City	In the City	6:30 PM
7:00 PM	Murphry's Burrow	State of the City Schools	School Board		City Council	City Council	Murphry's Burrow	7:00 PM
7:30 PM	State of the City Schools	MFRD New Recruits	(recorded 6/25)		(Live)	(recorded 7/11)	State of the City Schools	7:30 PM
8:00 PM	Tennessee Uncharted	Graduation (recorded 6/13)					Tennessee Uncharted	8:00 PM
8:30 PM	Adventures in Firefighting						Adventures in Firefighting	8:30 PM
9:00 PM	Cooking with MFRD	House Still Standing	Newsbreaks	School Board		Planning Commission	Cooking with MFRD	9:00 PM
9:30 PM	Linebaugh Library	Lets Talk Parks	Parks/Recreation Facilities	(recorded 6/25)		(recorded 7/10)	Linebaugh Library	9:30 PM
10:00 PM	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	10:00 PM
10:30 PM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	10:30 PM
11:00 PM	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	11:00 PM

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### 2019

### **Program Guide**

Time	Sun 7/14	Mon 7/15	Tues 7/16	Wed 7/17	Thurs 7/18	Fri 7/19	Sat 7/20	Time
6:00 AM	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	6:00 AM
8:00 AM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	8:00 AM
8:30 AM	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	8:30 AM
9:00 AM	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	9:00 AM
9:30 AM	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	9:30 AM
10:00 AM	State of the City Schools	Linebaugh Library	State of the City Schools	Linebaugh Library	State of the City Schools	Linebaugh Library	State of the City Schools	10:00 AM
10:30 AM	Cooking with MFRD	City Council	Parks/Recreation Facilities	Rutherford Recycle	Planning Commission	TWRA Fishing	Cooking with MFRD	10:30 AM
11:00 AM	Adventures in Firefighting	(recorded 7/11)	Cultural Heritage Tourism	Stones River Battlefield	(recorded 7/10)	Balloon Artist at Linebaugh	Adventures in Firefighting	11:00 AM
11:30 AM	Tourism Spotlight		In the Garden	Parks/Recreation Facilities		Parks and Recreation	Historic Zoning Commission	11:30 AM
12:00 PM	MED: All Things Electric		MED: All Things Electric	Parks and Recreation		Commission (recorded 7/11)	(recorded 7/16)	12:00 PM
12:30 PM	Parks/Recreation Facilities			Commission (recorded 7/11)	Public Service Announcments			12:30 PM
1:00 PM	Healthy Living	Board of Zoning Appeals	Newsbreaks	City Bulletins	and Promotional Videos	Planning Commission	Parks/Recreation Facilities	1:00 PM
1:30 PM	Behind the Badge	(recorded 6/26)	Parks/Recreation Facilities	Hometown Tourist		(recorded 7/10)	Hometown Tourist	1:30 PM
2:00 PM	Peace Officer Memorial	Parks and Recreation	Peace Officer Memorial	Healthy Living	Parks and Recreation		Newsbreaks	2:00 PM
2:30 PM	House Still Standing	Commission (recorded 7/11)	(recorded 5/16)	Cultural Heritage Tourism	Commission (recorded 7/11)		Tourism Spotlight	2:30 PM
3:00 PM	Parks/Recreation Facilities	Linebaugh Library	In the Garden	Linebaugh Library	Linebaugh Library	In the Garden	Behind the Badge	3:00 PM
3:30 PM	Hometown Tourist	Murphry's Burrow	Historic Zoning Commission (Live)	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Economics of Tourism	3:30 PM
4:00 PM	City Council (recorded 7/11)	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	City Council (recorded 7/18)	4:00 PM
6:00 PM	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	6:00 PM
6:30 PM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	6:30 PM
7:00 PM	Murphry's Burrow	State of the City Schools	State of the City Schools	St. Rose DARE Graduation	City Council	City Council	Murphry's Burrow	7:00 PM
7:30 PM	State of the City Schools	Planning Commission	Historic Zoning Commission	Pittard DARE Graduation	(Live)	(recorded 7/18)	State of the City Schools	7:30 PM
8:00 PM	Tennessee Uncharted	(recorded 7/10)	(recorded 7/16)				Tennessee Uncharted	8:00 PM
8:30 PM	Adventures in Firefighting			Let's Talk Parks			Adventures in Firefighting	8:30 PM
9:00 PM	Cooking with MFRD		Behind the Badge	Historic Zoning Commission		Historic Zoning Commission	Cooking with MFRD	9:00 PM
9:30 PM	Linebaugh Library	Tourism Spotlight	Parks/Recreation Facilities	(recorded 7/16)		(recorded 7/16)	Linebaugh Library	9:30 PM
10:00 PM	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	10:00 PM
10:30 PM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	10:30 PM
11:00 PM	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	11:00 PM

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### 2019

### **Program Guide**

Time	Sun 7/21	Mon 7/22	Tues 7/23	Wed 7/24	Thurs 7/25	Fri 7/26	Sat 7/27	Time
6:00 AM	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	6:00 AM
8:00 AM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	8:00 AM
8:30 AM	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	8:30 AM
9:00 AM	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	9:00 AM
9:30 AM	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	9:30 AM
10:00 AM	State of the City Schools	Linebaugh Library	State of the City Schools	Linebaugh Library	State of the City Schools	Linebaugh Library	State of the City Schools	10:00 AM
10:30 AM	Cooking with MFRD	City Council	Parks/Recreation Facilities	School Board	Board of Zoning Appeals	Parks/Recreation Facilities	Cooking with MFRD	10:30 AM
11:00 AM	Adventures in Firefighting	(recorded 7/18)	Cultural Heritage Tourism	(recorded 6/25)	(recorded 7/24)	Behind the Badge	Adventures in Firefighting	11:00 AM
11:30 AM	Tourism Spotlight		In the Garden			Board of Zoning Appeals	Board of Zoning Appeals	11:30 AM
12:00 PM	MED: All Things Electric		MED: All Things Electric			(recorded 7/24)	(recorded 7/24)	12:00 PM
12:30 PM	Parks/Recreation Facilities				Parks/Recreation Facilities			12:30 PM
1:00 PM	Healthy Living	Rover	Newsbreaks	Board of Zoning Appeals	and Promotional Videos	School Board	Parks/Recreation Facilities	1:00 PM
1:30 PM	Cultural Heritage Tourism	Stones River Battlefield	Historic Zoning Commission	(Live)		(recorded 6/25)	and Promotional Videos	1:30 PM
2:00 PM	Rover	Newsbreaks	(recorded 7/16)		Behind the Badge			2:00 PM
2:30 PM	Hometown Tourist	Tourism Spotlight			Let's Talk Parks		Let's Talk Parks	2:30 PM
3:00 PM	Newsbreaks	Linebaugh Library	In the Garden	Linebaugh Library	Linebaugh Library	Behind the Badge	TWRA Fishing	3:00 PM
3:30 PM	Tourism Spotlight	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Behind the Badge	3:30 PM
4:00 PM	City Council (recorded 7/18)	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	City Council (recorded 7/25)	4:00 PM
6:00 PM	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	6:00 PM
6:30 PM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	6:30 PM
7:00 PM	Murphry's Burrow	State of the City Schools	Let's Talk Parks	Board of Zoning Appeals	City Council	City Council	Murphry's Burrow	7:00 PM
7:30 PM	State of the City Schools	Behind the Badge	TWRA Fishing	(recorded 7/24)	(Live)	(recorded 7/25)	State of the City Schools	7:30 PM
8:00 PM	Tennessee Uncharted	Newsbreaks	Newsbreaks				Tennessee Uncharted	8:00 PM
8:30 PM	Adventures in Firefighting	Historic Zoning Commission	Hometown Tourist				Adventures in Firefighting	8:30 PM
9:00 PM	Cooking with MFRD	(recorded 7/16)	Medicare Updates	School Board		Board of Zoning Appeals	Cooking with MFRD	9:00 PM
9:30 PM	Linebaugh Library	Tourism Spotlight	Parks/Recreation Facilities	(recorded 6/25)		(recorded 7/24)	Linebaugh Library	9:30 PM
10:00 PM	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	10:00 PM
10:30 PM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	10:30 PM
11:00 PM	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	11:00 PM

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2019

### **Program Guide**

Time	Sun 7/28	Mon 7/29	Tues 7/30	Wed 7/31	Thurs 8/1	Fri 8/2	Sat 8/3	Time
6:00 AM	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	6:00 AM
8:00 AM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	8:00 AM
8:30 AM	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	8:30 AM
9:00 AM	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	9:00 AM
9:30 AM	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	9:30 AM
10:00 AM	State of the City Schools	Linebaugh Library	State of the City Schools	Linebaugh Library	State of the City Schools	Linebaugh Library	State of the City Schools	10:00 AM
10:30 AM	Cooking with MFRD	City Council	Parks/Recreation Facilities	Let's Talk Parks	Board of Zoning Appeals	Parks/Recreation Facilities	Cooking with MFRD	10:30 AM
11:00 AM	Adventures in Firefighting	(recorded 7/25)	Cultural Heritage Tourism	Tourism Spotlight	(recorded 7/24)	Behind the Badge	Adventures in Firefighting	11:00 AM
11:30 AM	Tourism Spotlight		In the Garden	House Still Standing		Board of Zoning Appeals	Behind the Badge	11:30 AM
12:00 PM	MED: All Things Electric		City Council	MED: All Things Electric		(recorded 7/24)	Let's Talk Parks	12:00 PM
12:30 PM	Parks/Recreation Facilities		(recorded 7/25)		Public Service Announcments		TWRA Fishing	12:30 PM
1:00 PM	Healthy Living	Rover		Board of Zoning Appeals	and Promotional Videos	Tourism Spotlight	Board of Zoning Appeals	1:00 PM
1:30 PM	Cultural Heritage Tourism	Stones River Battlefield	Historic Zoning Commission	(recorded 7/24)		City Council	(recorded 7/24)	1:30 PM
2:00 PM	Rover	Newsbreaks	(recorded 7/16)		Talking Agriculture	(recorded 8/1)		2:00 PM
2:30 PM	Hometown Tourist	Tourism Spotlight			Newsbreaks			2:30 PM
3:00 PM	Newsbreaks	Linebaugh Library	In the Garden	Linebaugh Library	Linebaugh Library	Behind the Badge	Stones River Battlefield	3:00 PM
3:30 PM	Tourism Spotlight	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Murphry's Burrow	Behind the Badge	3:30 PM
4:00 PM	City Council (recorded 7/25)	Traffic Information	Traffic Information	Traffic Information	Traffic Information	Traffic Information	City Council (recorded 8/1)	4:00 PM
6:00 PM	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	Murfreesboro Storytellers	6:00 PM
6:30 PM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	6:30 PM
7:00 PM	Murphry's Burrow	State of the City Schools	MFRD New Recruits	Board of Zoning Appeals	City Council	City Council	Murphry's Burrow	7:00 PM
7:30 PM	State of the City Schools	Behind the Badge	Graduation (recorded 6/13)	(recorded 7/24)	(Live)	(recorded 8/1)	State of the City Schools	7:30 PM
8:00 PM	Tennessee Uncharted	Newsbreaks					Tennessee Uncharted	8:00 PM
8:30 PM	Adventures in Firefighting	Historic Zoning Commission	Hometown Tourist				Adventures in Firefighting	8:30 PM
9:00 PM	Cooking with MFRD	(recorded 7/16)	Medicare Updates	Let's Talk Parks		Board of Zoning Appeals	Cooking with MFRD	9:00 PM
9:30 PM	Linebaugh Library	Tourism Spotlight	Parks/Recreation Facilities	Behind the Badge		(recorded 7/24)	Linebaugh Library	9:30 PM
10:00 PM	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	News in Foreign Languages	10:00 PM
10:30 PM	In the City	In the City	In the City	In the City	In the City	In the City	In the City	10:30 PM
11:00 PM	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	City Bulletins	11:00 PM

For questions concerning programming information, call Alan Bozeman at 615-848-3245; or email at abozeman@murfreesborotn.gov



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